

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

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- 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.

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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. 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.

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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:

- **Consumer enquiries - on day of receipt**
- **Consumer complaints – within 14 days**
- **Business advice requests within 14 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

6. For premises classified as either high, medium or low risk:

- the number of premises in each risk group
- the number of inspections the council planned to make to premises in each risk group
- the percentage of inspections it completed on time in each risk group.

What the indicator reports

Councils inspect trading premises such as shops, market stalls and vehicles to confirm whether they are trading in accordance with consumer law, and to maintain standards for these premises in relation to fair trading, quantity, quality and safety.

Councils categorise all premises which must be inspected into one of three bands - 'high', 'medium' and 'low' risk. These bands reflect the priority to be given by councils to inspecting different premises. For example, those categorised as 'high' are regarded as having the greatest risk and so require more frequent inspection than medium- or low-risk premises.

The indicator shows:

- how extensive each council's planned inspection work is (that is, both the frequency of inspection and the proportion of premises it plans to inspect)
- the extent to which the council actually carried out the inspections it planned to premises in each risk category.

Although the scheme for grouping premises is national, each council decides its own frequency of inspection of premises in each category. Councils also maintain a register of premises to be inspected. They are able, therefore, to plan annually how many premises they will inspect in each of the three risk categories.

Points to bear in mind

Councils do not allocate premises to risk categories on the basis of a single factor, such as the goods or services sold by the business. In accordance with the national scheme, premises are assessed in relation to four factors designed to assess the impact on the public if the business failed to comply. The four factors are:

- the difficulty the business is likely to face in complying with consumer law
- the number of consumers likely to be affected by a failure to comply (as measured by the turnover of the business)
- the past compliance record of the business
- the control system used by the business.

It is the overall impact of these factors which determines whether premises are categorised as 'high', 'medium' or 'low' risk.

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

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Protective services

Auditors appointed by the Accounts Commission have reviewed councils' arrangements for producing the performance information. In the table below, an 'x' is shown against an indicator where the auditor expressed doubts about the reliability of the authority's arrangements for producing the information.

Protective services

Protective Services	Indicator 1					
	Number of premises in the '6 months' category requiring food safety inspection in the year			Total number of inspections in the 6 months category		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	21	23	19	42	43	38
Aberdeenshire	100	85	76	200	170	152
Angus	38	25	24	76	50	48
Argyll & Bute	23	21	16	46	21	32
Clackmannanshire	8	2	8	16	4	16
Dumfries & Galloway	24	25	16	48	50	32
Dundee City	17	25	21	34	25	42
East Ayrshire	25	24	27	50	48	54
East Dunbartonshire	38	30	34	76	60	68
East Lothian	54	24	31	108	48	62
East Renfrewshire	27	19	7	54	38	14
Edinburgh, City of	14	14	13	28	24	26
Eilean Siar	12	6	6	24	12	12
Falkirk	12	19	12	24	34	23
Fife	2	3	6	4	6	12
Glasgow City	Not Reported	273	116	Not Reported	476	232
Highland	39	35	24	78	70	48
Inverclyde	7	0	2	12	0	4
Midlothian	12	13	13	24	26	26
Moray	79	35	45	158	70	90
North Ayrshire	54	46	43	108	92	86
North Lanarkshire	45	36	30	90	72	60
Orkney Islands	1	4	0	2	8	0
Perth & Kinross	51	44	44	102	88	88
Renfrewshire	166	155	114	332	310	228
Scottish Borders	46	126	55	92	126	110
Shetland Islands	1	3	3	2	6	6
South Ayrshire	20	23	21	40	46	42
South Lanarkshire	63	53	38	126	106	76
Stirling	6	17	17	12	23	34
West Dunbartonshire	20	21	14	40	42	28
West Lothian	37	25	13	74	50	26
Scotland	1,016	1,251	908	2,030	2,238	1,815

Protective services

Protective Services	Indicator 1					
	Number of premises in the 6 months category that were inspected on time			Percentage of premises in the '6 months' category that were inspected on time		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	42	43	35	100.0%	100.0%	92.1%
Aberdeenshire	189	149	150	94.5%	87.6%	98.7%
Angus	67	50	48	88.2%	100.0%	100.0%
Argyll & Bute	46	21	32	100.0%	100.0%	100.0%
Clackmannanshire	15	4	12	93.8%	100.0%	75.0%
Dumfries & Galloway	40	42	25	83.3%	84.0%	78.1%
Dundee City	32	23	42	94.1%	92.0%	100.0%
East Ayrshire	47	44	54	94.0%	91.7%	100.0%
East Dunbartonshire	73	59	66	96.1%	98.3%	97.1%
East Lothian	102	47	62	94.4%	97.9%	100.0%
East Renfrewshire	54	38	14	100.0%	100.0%	100.0%
Edinburgh, City of	28	24	26	100.0%	100.0%	100.0%
Eilean Siar	23	12	12	95.8%	100.0%	100.0%
Falkirk	22	32	21	91.7%	94.1%	91.3%
Fife	4	6	12	100.0%	100.0%	100.0%
Glasgow City	Not Reported	432	220	Not Reported	90.8%	94.8%
Highland	76	58	46	97.4%	82.9%	95.8%
Inverclyde	12	0	4	100.0%	0.0%	100.0%
Midlothian	23	26	25	95.8%	100.0%	96.2%
Moray	100	61	64	63.3%	87.1%	71.1%
North Ayrshire	106	91	85	98.1%	98.9%	98.8%
North Lanarkshire	89	72	59	98.9%	100.0%	98.3%
Orkney Islands	2	5	0	100.0%	62.5%	0.0%
Perth & Kinross	102	82	79	100.0%	93.2%	89.8%
Renfrewshire	332	305	227	100.0%	98.4%	99.6%
Scottish Borders	80	111	106	87.0%	88.1%	96.4%
Shetland Islands	2	2	0	100.0%	33.3%	0.0%
South Ayrshire	36	46	42	90.0%	100.0%	100.0%
South Lanarkshire	124	106	76	98.4%	100.0%	100.0%
Stirling	10	22	34	83.3%	95.7%	100.0%
West Dunbartonshire	39	42	28	97.5%	100.0%	100.0%
West Lothian	72	46	26	97.3%	92.0%	100.0%
Scotland	1,909	2,099	1,732	94.0%	93.8%	95.4%

Protective services

Protective Services	Indicator 1					
	Number of premises in the '12 months' category requiring food safety inspection in the year			Number of premises in the 12 months category that were inspected on time		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	168	140	195	166	138	192
Aberdeenshire	420	431	404	400	397	389
Angus	205	176	140	188	176	138
Argyll & Bute	234	204	181	232	201	174
Clackmannanshire	64	46	45	59	43	34
Dumfries & Galloway	199	216	199	190	188	160
Dundee City	209	183	200	193	175	200
East Ayrshire	115	131	87	115	130	84
East Dunbartonshire	161	128	139	154	122	130
East Lothian	256	162	177	236	154	169
East Renfrewshire	145	135	126	145	135	126
Edinburgh, City of	816	645	632	814	639	631
Eilean Siar	40	36	31	37	35	30
Falkirk	110	115	111	97	90	108
Fife	161	163	149	150	150	143
Glasgow City	Not Reported	1,172	1,131	Not Reported	1,102	1,067
Highland	284	323	266	278	318	266
Inverclyde	121	117	112	119	111	99
Midlothian	87	67	78	84	65	73
Moray	179	156	174	125	111	131
North Ayrshire	464	465	452	453	460	448
North Lanarkshire	511	333	316	507	332	307
Orkney Islands	43	30	20	15	20	12
Perth & Kinross	150	200	172	144	152	160
Renfrewshire	406	418	399	404	417	399
Scottish Borders	264	264	238	231	221	220
Shetland Islands	29	36	19	27	12	5
South Ayrshire	165	151	136	153	151	136
South Lanarkshire	495	474	445	484	469	437
Stirling	149	184	208	133	174	204
West Dunbartonshire	127	129	125	116	120	125
West Lothian	150	136	133	145	130	130
Scotland	6,663	7,530	7,240	6,363	7,126	6,927

Protective services

Protective Services	Indicator 1					
	Percentage of premises in the '12 months' category that were inspected on time			Number of premises in the 'more than 12 months' category requiring food safety inspection in the year		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	98.8%	98.6%	98.5%	623	864	665
Aberdeenshire	95.2%	92.1%	96.3%	923	1,034	893
Angus	91.7%	100.0%	98.6%	258	252	285
Argyll & Bute	99.1%	98.5%	96.1%	729	683	543
Clackmannanshire	92.2%	93.5%	75.6%	157	189	200
Dumfries & Galloway	95.5%	87.0%	80.4%	989	864	810
Dundee City	92.3%	95.6%	100.0%	618	341	513
East Ayrshire	100.0%	99.2%	96.6%	450	447	505
East Dunbartonshire	95.7%	95.3%	93.5%	176	171	159
East Lothian	92.2%	95.1%	95.5%	319	314	337
East Renfrewshire	100.0%	100.0%	100.0%	132	178	147
Edinburgh, City of	99.8%	99.1%	99.8%	2,364	2,865	2,885
Eilean Siar	92.5%	97.2%	96.8%	199	205	201
Falkirk	88.2%	78.3%	97.3%	336	330	324
Fife	93.2%	92.0%	96.0%	1,333	1,454	1,392
Glasgow City	Not Reported	94.0%	94.3%	Not Reported	872	1,157
Highland	97.9%	98.5%	100.0%	2,376	2,429	2,586
Inverclyde	98.3%	94.9%	88.4%	349	282	300
Midlothian	96.6%	97.0%	93.6%	247	270	274
Moray	69.8%	71.2%	75.3%	571	213	294
North Ayrshire	97.6%	98.9%	99.1%	371	366	349
North Lanarkshire	99.2%	99.7%	97.2%	610	850	832
Orkney Islands	34.9%	66.7%	60.0%	90	100	116
Perth & Kinross	96.0%	76.0%	93.0%	508	463	510
Renfrewshire	99.5%	99.8%	100.0%	310	164	391
Scottish Borders	87.5%	83.7%	92.4%	433	434	525
Shetland Islands	93.1%	33.3%	26.3%	72	180	105
South Ayrshire	92.7%	100.0%	100.0%	457	428	471
South Lanarkshire	97.8%	98.9%	98.2%	924	902	1,006
Stirling	89.3%	94.6%	98.1%	534	388	483
West Dunbartonshire	91.3%	93.0%	100.0%	287	349	312
West Lothian	96.7%	95.6%	97.7%	492	527	616
Scotland	95.5%	94.6%	95.7%	17,804	19,228	20,186

Protective services

Protective Services	Indicator 1					
	Number of premises in the more than 12 months category that were inspected on time			Percentage of premises in the 'more than 12 months' category that were inspected on time		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	209	592	218	33.5%	68.5%	32.8%
Aberdeenshire	823	860	745	89.2%	83.2%	83.4%
Angus	199	245	280	77.1%	97.2%	98.2%
Argyll & Bute	690	636	484	94.7%	93.1%	89.1%
Clackmannanshire	152	162	157	96.8%	85.7%	78.5%
Dumfries & Galloway	887	697	671	89.7%	80.7%	82.8%
Dundee City	291	212	471	47.1%	62.2%	91.8%
East Ayrshire	438	441	475	97.3%	98.7%	94.1%
East Dunbartonshire	145	135	118	82.4%	78.9%	74.2%
East Lothian	275	277	310	86.2%	88.2%	92.0%
East Renfrewshire	132	178	146	100.0%	100.0%	99.3%
Edinburgh, City of	1,395	1,496	1,801	59.0%	52.2%	62.4%
Eilean Siar	158	190	165	79.4%	92.7%	82.1%
Falkirk	273	292	303	81.3%	88.5%	93.5%
Fife	1,254	1,366	1,294	94.1%	93.9%	93.0%
Glasgow City	Not Reported	678	1,088	Not Reported	77.8%	94.0%
Highland	708	897	791	29.8%	36.9%	30.6%
Inverclyde	329	268	284	94.3%	95.0%	94.7%
Midlothian	217	189	117	87.9%	70.0%	42.7%
Moray	166	99	137	29.1%	46.5%	46.6%
North Ayrshire	355	364	343	95.7%	99.5%	98.3%
North Lanarkshire	601	846	819	98.5%	99.5%	98.4%
Orkney Islands	35	76	65	38.9%	76.0%	56.0%
Perth & Kinross	281	295	434	55.3%	63.7%	85.1%
Renfrewshire	308	162	391	99.4%	98.8%	100.0%
Scottish Borders	349	346	479	80.6%	79.7%	91.2%
Shetland Islands	71	43	20	98.6%	23.9%	19.0%
South Ayrshire	366	422	467	80.1%	98.6%	99.2%
South Lanarkshire	865	860	968	93.6%	95.3%	96.2%
Stirling	296	325	435	55.4%	83.8%	90.1%
West Dunbartonshire	239	305	296	83.3%	87.4%	94.9%
West Lothian	420	408	521	85.4%	77.4%	84.6%
Scotland	12,578	14,319	15,293	70.6%	74.5%	75.8%

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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		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	3,772	3,861	3,908	87%	100%	83%
Aberdeenshire	3,052	3,038	2,978	88%	88%	100%
Angus	1,704	1,964	1,622	100%	100%	100%
Argyll & Bute	3,117	3,503	3,062	100%	100%	100%
Clackmannanshire	693	733	731	100%	92%	100%
Dumfries & Galloway	3,104	3,050	3,018	100%	100%	100%
Dundee City	2,636	2,623	2,584	100%	100%	100%
East Ayrshire	1,303	1,301	1,255	100%	100%	100%
East Dunbartonshire	922	893	868	99%	100%	100%
East Lothian	1,291	1,278	1,181	100%	100%	100%
East Renfrewshire	563	593	619	100%	100%	100%
Edinburgh, City of	18,419	17,714	18,469	100%	100%	100%
Eilean Siar	384	329	645	100%	100%	100%
Falkirk	1,484	1,485	1,652	100%	100%	100%
Fife	3,541	4,177	4,842	100%	100%	100%
Glasgow City	5,095	4,838	4,897	100%	100%	100%
Highland	4,518	4,578	4,562	100%	100%	100%
Inverclyde	1,277	1,264	1,239	100%	100%	100%
Midlothian	928	909	944	100%	89%	88%
Moray	1,251	1,225	1,203	100%	100%	100%
North Ayrshire	2,262	2,261	2,252	100%	100%	100%
North Lanarkshire	4,136	4,083	3,234	100%	100%	100%
Orkney Islands	418	421	401	100%	38%	100%
Perth & Kinross	1,746	1,842	1,860	100%	100%	100%
Renfrewshire	2,363	2,447	2,516	100%	100%	100%
Scottish Borders	978	1,005	984	100%	100%	100%
Shetland Islands	Not Reported	605	572	Not Reported	100%	100%
South Ayrshire	1,492	1,494	1,184	100%	100%	100%
South Lanarkshire	3,624	3,446	3,403	100%	100%	100%
Stirling	2,039	2,000	2,074	98%	100%	97%
West Dunbartonshire	1,024	1,276	1,280	100%	100%	100%
West Lothian	2,192	2,179	2,383	100%	100%	89%
Scotland	75,255	80,805	82,422	99%	99%	99%

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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		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	12 months	12 months	12 months	54	45	42
Aberdeenshire	12 months	12 months	12 months	102	85	75
Angus	24 months	24 months	12 months	33	32	27
Argyll & Bute	12 months	12 months	12 months	10	18	6
Clackmannanshire	12 months	12 months	12 months	3	2	2
Dumfries & Galloway	12 months	12 months	12 months	23	16	5
Dundee City	18 months	18 months	18 months	67	51	68
East Ayrshire	12 months	12 months	12 months	12	11	11
East Dunbartonshire	12 months	12 months	12 months	3	5	10
East Lothian	12 months	12 months	12 months	73	17	19
East Renfrewshire	12 months	12 months	12 months	19	16	27
Edinburgh, City of	12 months	12 months	12 months	88	57	69
Eilean Siar	12 months	12 months	12 months	11	13	11
Falkirk	12 months	12 months	12 months	35	20	35
Fife	12 months	12 months	12 months	18	30	16
Glasgow City	24 months	24 months	24 months	1,114	712	722
Highland	12 months	12 months	12 months	44	30	29
Inverclyde	12 months	12 months	12 months	186	156	176
Midlothian	12 months	12 months	12 months	22	3	7
Moray	12 months	12 months	12 months	76	101	93
North Ayrshire	12 months	12 months	12 months	17	24	21
North Lanarkshire	12 months	12 months	12 months	46	54	31
Orkney Islands	12 months	12 months	12 months	2	3	11
Perth & Kinross	12 months	12 months	12 months	1,025	1,842	1,034
Renfrewshire	12 months	12 months	12 months	15	11	15
Scottish Borders	12 months	12 months	12 months	87	81	91
Shetland Islands	Not Reported	6 months	6 months	Not Reported	8	2
South Ayrshire	12 months	12 months	12 months	57	53	39
South Lanarkshire	12 months	12 months	12 months	55	25	24
Stirling	12 months	12 months	12 months	30	25	22
West Dunbartonshire	12 months	12 months	12 months	25	17	8
West Lothian	12 months	12 months	12 months	34	33	16
Scotland				2,185	3,507	2,764

Protective services

Protective Services	Indicator 2					
	Number of inspections in the most frequent category to be undertaken in the year			Number of inspections in the most frequent category undertaken in the year		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	54	45	42	53	45	41
Aberdeenshire	102	85	75	99	83	73
Angus	30	31	27	25	29	25
Argyll & Bute	10	18	6	10	18	6
Clackmannanshire	3	2	2	1	1	2
Dumfries & Galloway	23	16	5	23	13	2
Dundee City	44	20	41	34	15	40
East Ayrshire	12	10	11	10	9	10
East Dunbartonshire	3	5	10	3	5	10
East Lothian	73	17	19	70	17	19
East Renfrewshire	19	16	27	19	16	27
Edinburgh, City of	88	57	69	88	57	69
Eilean Siar	11	13	11	10	13	11
Falkirk	27	20	18	17	14	17
Fife	18	30	16	17	27	15
Glasgow City	557	275	207	508	218	159
Highland	44	30	29	24	24	28
Inverclyde	169	139	141	162	138	78
Midlothian	22	3	7	21	3	7
Moray	76	101	93	54	70	62
North Ayrshire	17	24	21	17	23	21
North Lanarkshire	40	49	31	39	49	31
Orkney Islands	2	1	2	2	1	1
Perth & Kinross	450	450	600	284	193	382
Renfrewshire	14	9	14	14	9	14
Scottish Borders	87	81	80	78	42	76
Shetland Islands	Not Reported	16	4	Not Reported	1	0
South Ayrshire	57	53	39	40	51	35
South Lanarkshire	47	25	24	42	25	24
Stirling	23	26	13	8	20	9
West Dunbartonshire	25	16	7	22	15	7
West Lothian	34	33	16	30	29	13
Scotland	1,537	1,619	1,707	1,238	1,230	1,314

Protective services

Protective Services	Indicator 2					
	Percentage inspected within time in the most frequent category			Target interval for workplace safety inspections for the second most frequent category		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	98.1%	100.0%	97.6%	24 months	24 months	24 months
Aberdeenshire	97.1%	97.6%	97.3%	24 months	24 months	24 months
Angus	83.3%	93.5%	92.6%	48 months	36 months	36 months
Argyll & Bute	100.0%	100.0%	100.0%	36 months	18 months	24 months
Clackmannanshire	33.3%	50.0%	100.0%	36 months	36 months	36 months
Dumfries & Galloway	100.0%	81.3%	40.0%	24 months	24 months	24 months
Dundee City	77.3%	75.0%	97.6%	36 months	36 months	36 months
East Ayrshire	83.3%	90.0%	90.9%	24 months	24 months	24 months
East Dunbartonshire	100.0%	100.0%	100.0%	24 months	24 months	24 months
East Lothian	95.9%	100.0%	100.0%	24 months	24 months	24 months
East Renfrewshire	100.0%	100.0%	100.0%	24 months	24 months	24 months
Edinburgh, City of	100.0%	100.0%	100.0%	24 months	24 months	24 months
Eilean Siar	90.9%	100.0%	100.0%	24 months	24 months	24 months
Falkirk	63.0%	70.0%	94.4%	36 months	36 months	36 months
Fife	94.4%	90.0%	93.8%	36 months	36 months	36 months
Glasgow City	91.2%	79.3%	76.8%	36 months	36 months	36 months
Highland	54.5%	80.0%	96.6%	24 months	24 months	24 months
Inverclyde	95.9%	99.3%	55.3%	24 months	24 months	24 months
Midlothian	95.5%	100.0%	100.0%	24 months	24 months	24 months
Moray	71.1%	69.3%	66.7%	36 months	36 months	36 months
North Ayrshire	100.0%	95.8%	100.0%	24 months	24 months	24 months
North Lanarkshire	97.5%	100.0%	100.0%	24 months	24 months	24 months
Orkney Islands	100.0%	100.0%	50.0%	24 months	24 months	24 months
Perth & Kinross	63.1%	42.9%	63.7%			24 months
Renfrewshire	100.0%	100.0%	100.0%	24 months	24 months	24 months
Scottish Borders	89.7%	51.9%	95.0%	24 months	24 months	24 months
Shetland Islands	Not Reported	6.3%	0.0%	Not Reported	12 months	12 months
South Ayrshire	70.2%	96.2%	89.7%	24 months	24 months	24 months
South Lanarkshire	89.4%	100.0%	100.0%	24 months	24 months	24 months
Stirling	34.8%	76.9%	69.2%	36 months	36 months	36 months
West Dunbartonshire	88.0%	93.8%	100.0%	24 months	24 months	24 months
West Lothian	88.2%	87.9%	81.3%	24 months	24 months	24 months
Scotland	80.5%	76.0%	77.0%			

Protective services

Protective Services	Indicator 2					
	Number of premises which fall within the second most frequent category for workplace inspection			Target number of premises in the second most frequent category to be inspected		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	229	210	181	110	146	49
Aberdeenshire	345	346	350	151	173	172
Angus	555	647	549	227	190	174
Argyll & Bute	1,148	59	53	444	23	10
Clackmannanshire	205	201	201	59	129	98
Dumfries & Galloway	83	72	59	38	27	29
Dundee City	236	638	760	92	237	368
East Ayrshire	71	62	55	35	28	27
East Dunbartonshire	51	50	63	25	24	22
East Lothian	30	71	78	30	46	32
East Renfrewshire	73	77	96	16	48	33
Edinburgh, City of	2,783	2,205	3,214	1,448	1,103	1,423
Eilean Siar	38	37	36	30	17	17
Falkirk	812	1,129	912	80	100	101
Fife	1,785	1,331	1,166	583	649	359
Glasgow City	3,981	3,354	3,382	1,327	964	660
Highland	140	128	124	79	73	66
Inverclyde	255	292	289	108	112	135
Midlothian	128	51	57	67	30	11
Moray	1,175	1,124	1,110	392	375	370
North Ayrshire	49	51	60	28	22	25
North Lanarkshire	184	204	212	75	67	98
Orkney Islands	17	12	30	9	2	0
Perth & Kinross			186			0
Renfrewshire	91	94	87	36	48	38
Scottish Borders	91	109	110	50	38	62
Shetland Islands	Not Reported	5	7	Not Reported	5	7
South Ayrshire	201	151	126	126	94	86
South Lanarkshire	160	153	76	70	74	28
Stirling	873	899	908	198	263	246
West Dunbartonshire	90	93	94	37	47	50
West Lothian	153	132	72	62	74	55
Scotland	11,960	13,873	14,703	4,655	5,185	4,851

Protective services

Protective Services	Indicator 2					
	Number of inspections in the second most frequent category undertaken in the year			Percentage of the target number of premises to be inspected in the second most frequent category that were inspected		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	28	101	42	25.5%	69.2%	85.7%
Aberdeenshire	140	158	157	92.7%	91.3%	91.3%
Angus	137	178	166	60.4%	93.7%	95.4%
Argyll & Bute	247	18	10	55.6%	78.3%	100.0%
Clackmannanshire	21	30	68	35.6%	23.3%	69.4%
Dumfries & Galloway	28	17	20	73.7%	63.0%	69.0%
Dundee City	72	154	346	78.3%	65.0%	94.0%
East Ayrshire	34	23	24	97.1%	82.1%	88.9%
East Dunbartonshire	23	23	22	92.0%	95.8%	100.0%
East Lothian	29	42	28	96.7%	91.3%	87.5%
East Renfrewshire	16	48	33	100.0%	100.0%	100.0%
Edinburgh, City of	1,353	993	1,362	93.4%	90.0%	95.7%
Eilean Siar	19	16	11	63.3%	94.1%	64.7%
Falkirk	48	59	91	60.0%	59.0%	90.1%
Fife	558	600	329	95.7%	92.4%	91.6%
Glasgow City	1,186	450	475	89.4%	46.7%	72.0%
Highland	29	41	56	36.7%	56.2%	84.8%
Inverclyde	106	110	70	98.1%	98.2%	51.9%
Midlothian	63	19	9	94.0%	63.3%	81.8%
Moray	116	87	141	29.6%	23.2%	38.1%
North Ayrshire	28	21	25	100.0%	95.5%	100.0%
North Lanarkshire	75	67	98	100.0%	100.0%	100.0%
Orkney Islands	1	2	0	11.1%	100.0%	0.0%
Perth & Kinross			0			0.0%
Renfrewshire	36	48	38	100.0%	100.0%	100.0%
Scottish Borders	50	23	48	100.0%	60.5%	77.4%
Shetland Islands	Not Reported	4	4	Not Reported	80.0%	57.1%
South Ayrshire	81	91	76	64.3%	96.8%	88.4%
South Lanarkshire	66	74	28	94.3%	100.0%	100.0%
Stirling	73	155	139	36.9%	58.9%	56.5%
West Dunbartonshire	30	41	48	81.1%	87.2%	96.0%
West Lothian	51	60	46	82.3%	81.1%	83.6%
Scotland	3,508	3,726	4,010	75.4%	71.9%	82.7%

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		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	36 months	36 months	36 months	377	383	439
Aberdeenshire	36 months	36 months	36 months	620	620	628
Angus	72 months	60 months	60 months	1,116	1,285	1,046
Argyll & Bute	60 months	24 months	36 months	1,959	143	168
Clackmannanshire	60 months	60 months	60 months	439	466	466
Dumfries & Galloway	36 months	36 months	36 months	130	146	141
Dundee City	60 months	60 months	60 months	1,448	1,024	883
East Ayrshire	36 months	36 months	36 months	155	142	150
East Dunbartonshire	36 months	36 months	36 months	160	156	144
East Lothian	> 24 months	>24	>24	1,188	1,190	1,084
East Renfrewshire	36 months	36 months	36 months	132	116	107
Edinburgh, City of	>36 months	>=36	>24	15,548	15,452	15,186
Eilean Siar	36 months	36 months	36 months	93	63	53
Falkirk	60 months	As Required	60 months	637	336	705
Fife	No Inspection	No Inspection Required	No Inspection Required	1,738	2,816	3,660
Glasgow City		48 months	48 months		772	793
Highland	36 months	36 months	36 months	240	263	259
Inverclyde	36 months	36 months	36 months	434	418	444
Midlothian	36 months	36 months	36 months	115	81	83
Moray	No Service	No Service				
North Ayrshire	36 months	36 months	36 months	101	103	94
North Lanarkshire	36 months	36 months	36 months	470	484	474
Orkney Islands	36 months	36 months	36 months	53	34	39
Perth & Kinross			36 months			232
Renfrewshire	36 months	36 months	36 months	208	244	223
Scottish Borders	36 months	36 months	36 months	118	193	175
Shetland Islands	Not Reported	24 months	24 months	Not Reported	35	185
South Ayrshire	36 months	36 months	36 months	306	321	312
South Lanarkshire	36 months	36 months	36 months	463	423	310
Stirling	>36 months	>36	>36	1,090	1,076	1,081
West Dunbartonshire	>24 months	>24	>24	909	882	983
West Lothian	36 months	36 months	36 months	299	286	231
Scotland				30,428	29,725	30,778

Protective services

Protective Services	Indicator 2					
	Target number of premises in the third most frequent category to be inspected			Number of inspections in the third most frequent category undertaken in the year		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	98	147	124	37	96	69
Aberdeenshire	243	185	185	221	167	158
Angus	113	0	0	0	0	0
Argyll & Bute	112	63	49	112	61	40
Clackmannanshire	13	45	5	6	10	4
Dumfries & Galloway	23	33	60	20	24	50
Dundee City	212	114	0	117	81	0
East Ayrshire	33	40	45	33	36	42
East Dunbartonshire	32	53	52	29	53	52
East Lothian	213	243	233	174	191	213
East Renfrewshire	27	46	41	27	46	41
Edinburgh, City of	3,543	3,488	3,420	217	309	541
Eilean Siar	31	13	20	18	12	14
Falkirk	57	0	0	40	0	0
Fife	0	0	0		0	0
Glasgow City		123	118		23	64
Highland	143	111	107	59	58	75
Inverclyde	187	85	79	184	85	48
Midlothian	28	44	15	25	32	6
Moray						
North Ayrshire	32	38	34	32	37	34
North Lanarkshire	166	124	92	165	124	92
Orkney Islands	33	6	12	5	6	5
Perth & Kinross			0			0
Renfrewshire	37	67	90	37	67	90
Scottish Borders	57	22	31	57	7	28
Shetland Islands	Not Reported	8	10	Not Reported	2	3
South Ayrshire	71	77	120	39	75	115
South Lanarkshire	140	148	79	133	143	77
Stirling	226	158	167	82	100	81
West Dunbartonshire	306	164	190	229	136	166
West Lothian	51	79	108	39	70	89
Scotland	6,170	5,694	5,486	2,080	2,042	2,197

Protective services

Protective Services	Indicator 2					
	Percentage of the target number of premises to be inspected in the third most frequent category that were inspected			Target interval for workplace safety inspections for the fourth most frequent category		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	37.8%	65.3%	55.6%	48 months	48 months	48 months
Aberdeenshire	90.9%	90.3%	85.4%	48 months	48 months	48 months
Angus	0.0%	0.0%	No Inspection Required			
Argyll & Bute	100.0%	96.8%	81.6%		36 months	48 months
Clackmannanshire	46.2%	22.2%	80.0%	Unrated	No Inspection Required	No Target
Dumfries & Galloway	87.0%	72.7%	83.3%	48 months	48 months	48 months
Dundee City	55.2%	71.1%	No Inspection Required	84 months	84 months	84 months
East Ayrshire	100.0%	90.0%	93.3%	48 months	48 months	48 months
East Dunbartonshire	90.6%	100.0%	100.0%	48 months	48 months	48 months
East Lothian	81.7%	78.6%	91.4%			
East Renfrewshire	100.0%	100.0%	100.0%	48 months	48 months	48 months
Edinburgh, City of	6.1%	8.9%	15.8%		No Service	
Eilean Siar	58.1%	92.3%	70.0%	48 months	48 months	48 months
Falkirk	70.2%	0.0%	No Inspection Required			
Fife		0.0%	No Inspection Required			
Glasgow City		18.7%	54.2%			
Highland	41.3%	52.3%	70.1%	48 months	48 months	48 months
Inverclyde	98.4%	100.0%	60.8%	48 months	48 months	48 months
Midlothian	89.3%	72.7%	40.0%	48 months	48 months	48 months
Moray						
North Ayrshire	100.0%	97.4%	100.0%	48 months	48 months	48 months
North Lanarkshire	99.4%	100.0%	100.0%	48 months	48 months	48 months
Orkney Islands	15.2%	100.0%	41.7%	48 months	48 months	48 months
Perth & Kinross			0.0%			48 months
Renfrewshire	100.0%	100.0%	100.0%	48 months	48 months	48 months
Scottish Borders	100.0%	31.8%	90.3%	48 months	48 months	48 months
Shetland Islands	Not Reported	25.0%	30.0%	Not Reported	24 months	60 months
South Ayrshire	54.9%	97.4%	95.8%	48 months	48 months	48 months
South Lanarkshire	95.0%	96.6%	97.5%	48 months	48 months	48 months
Stirling	36.3%	63.3%	48.5%			
West Dunbartonshire	74.8%	82.9%	87.4%		No Inspection Required	Unrated
West Lothian	76.5%	88.6%	82.4%	48 months	48 months	48 months
Scotland	33.7%	35.9%	40.0%			

Protective services

Protective Services	Indicator 2					
	Number of premises which fall within the fourth most frequent category for workplace inspection			Target number of premises in the fourth most frequent category to be inspected		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	319	314	356	64	85	95
Aberdeenshire	701	700	723	147	222	190
Angus						
Argyll & Bute		446	178		59	45
Clackmannanshire	46	6	62	26	6	36
Dumfries & Galloway	391	326	303	84	39	87
Dundee City	885	910	873	0	15	0
East Ayrshire	231	192	210	79	30	39
East Dunbartonshire	232	230	180	49	30	79
East Lothian						
East Renfrewshire	62	60	72	13	11	15
Edinburgh, City of						
Eilean Siar	102	92	73	24	12	40
Falkirk						
Fife						
Glasgow City						
Highland	549	521	512	182	249	198
Inverclyde	275	271	198	14	115	32
Midlothian	158	126	132	54	19	23
Moray						
North Ayrshire	345	333	324	68	109	86
North Lanarkshire	1,619	1,357	913	329	365	264
Orkney Islands	53	44	62	11	10	23
Perth & Kinross			273			0
Renfrewshire	315	350	381	64	41	81
Scottish Borders	458	389	371	161	54	84
Shetland Islands	Not Reported	36	378	Not Reported	18	156
South Ayrshire	468	490	403	198	71	51
South Lanarkshire	576	595	531	106	118	108
Stirling						
West Dunbartonshire		284	195		0	82
West Lothian	435	524	481	43	69	135
Scotland	7,762	8,171	8,184	1,555	1,675	1,949

Protective services

Protective Services	Indicator 2					
	Number of inspections in the fourth most frequent category undertaken in the year			Percentage of the target number of premises to be inspected in the fourth most frequent category that were inspected		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	24	53	21	37.5%	62.4%	22.1%
Aberdeenshire	116	177	144	78.9%	79.7%	75.8%
Angus						
Argyll & Bute		51	30		86.4%	66.7%
Clackmannanshire	8	1	27	30.8%	16.7%	75.0%
Dumfries & Galloway	78	32	62	92.9%	82.1%	71.3%
Dundee City	0	11	0	0.0%	73.3%	pection Required
East Ayrshire	75	26	36	94.9%	86.7%	92.3%
East Dunbartonshire	47	30	79	95.9%	100.0%	100.0%
East Lothian						
East Renfrewshire	13	11	15	100.0%	100.0%	100.0%
Edinburgh, City of						
Eilean Siar	15	12	19	62.5%	100.0%	47.5%
Falkirk						
Fife						
Glasgow City						
Highland	58	96	98	31.9%	38.6%	49.5%
Inverclyde	13	113	24	92.9%	98.3%	75.0%
Midlothian	53	13	3	98.1%	68.4%	13.0%
Moray						
North Ayrshire	67	109	85	98.5%	100.0%	98.8%
North Lanarkshire	329	364	263	100.0%	99.7%	99.6%
Orkney Islands	3	10	10	27.3%	100.0%	43.5%
Perth & Kinross			0			0.0%
Renfrewshire	63	40	81	98.4%	97.6%	100.0%
Scottish Borders	111	17	64	68.9%	31.5%	76.2%
Shetland Islands	Not Reported	8	35	Not Reported	44.4%	22.4%
South Ayrshire	86	71	47	43.4%	100.0%	92.2%
South Lanarkshire	100	110	104	94.3%	93.2%	96.3%
Stirling						
West Dunbartonshire		0	71		0.0%	86.6%
West Lothian	23	45	109	53.5%	65.2%	80.7%
Scotland	1,171	1,375	1,427	75.3%	82.1%	73.2%

Protective services

Protective Services	Indicator 2					
	Target interval for workplace safety inspections for the fifth most frequent category			Number of premises which fall within the fifth most frequent category for workplace inspection		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	Risk Assessment	n/a	Not assigned	2,276	2,272	673
Aberdeenshire	60 months	60 months	60 months	920	920	843
Angus						
Argyll & Bute		48 months	60 months		413	376
Clackmannanshire						
Dumfries & Galloway	60 months	60 months	60 months	384	330	332
Dundee City						
East Ayrshire	60 months	60 months	60 months	834	894	829
East Dunbartonshire	60 months	60 months	60 months	184	184	191
East Lothian						
East Renfrewshire	60 months	60 months	60 months	66	77	83
Edinburgh, City of						
Eilean Siar	60 months	60 months	60 months	140	124	106
Falkirk						
Fife						
Glasgow City						
Highland	60 months	60 months	60 months	1,168	1,029	1,014
Inverclyde	60 months	60 months	60 months	127	127	132
Midlothian	60 months	60 months	60 months	505	549	556
Moray						
North Ayrshire	60 months	60 months	60 months	359	373	376
North Lanarkshire	60 months	60 months	60 months	719	774	600
Orkney Islands	60 months	60 months	60 months	70	69	259
Perth & Kinross			60 months			135
Renfrewshire	60 months	60 months	60 months	614	577	773
Scottish Borders	60 months	60 months	60 months	224	233	237
Shetland Islands	Not Reported	24 months	Not Reported	Not Reported	58	Not Reported
South Ayrshire	60 months	60 months	60 months	204	219	156
South Lanarkshire	60 months	60 months	60 months	724	830	776
Stirling						
West Dunbartonshire						
West Lothian	60 months	60 months	60 months	848	650	593
Scotland				10,142	10,411	9,040

Protective services

Protective Services	Indicator 2					
	Target number of premises in the fifth most frequent category to be inspected			Number of inspections in the fifth most frequent category undertaken in the year		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	0	0	0	0	0	0
Aberdeenshire	176	156	174	127	123	106
Angus						
Argyll & Bute		132	33		113	32
Clackmannanshire						
Dumfries & Galloway	101	49	28	97	41	18
Dundee City						
East Ayrshire	31	231	148	29	165	133
East Dunbartonshire	45	30	14	45	30	13
East Lothian						
East Renfrewshire	17	19	6	17	19	6
Edinburgh, City of						
Eilean Siar	3	39	33	2	38	16
Falkirk						
Fife						
Glasgow City						
Highland	425	574	414	115	308	208
Inverclyde	6	5	12	4	5	8
Midlothian	61	92	71	50	67	3
Moray						
North Ayrshire	79	76	72	75	75	72
North Lanarkshire	21	149	175	21	149	175
Orkney Islands	0	7	0	0	7	0
Perth & Kinross			0			0
Renfrewshire	128	98	249	125	97	249
Scottish Borders	45	27	27	35	12	22
Shetland Islands	Not Reported	28	Not Reported	Not Reported	9	Not Reported
South Ayrshire	5	17	25	3	16	21
South Lanarkshire	142	147	167	101	135	152
Stirling						
West Dunbartonshire						
West Lothian	363	183	190	115	27	151
Scotland	1,603	2,004	1,838	926	1,415	1,385

Protective services

Protective Services	Indicator 2					
	Percentage of the target number of premises to be inspected in the fifth most frequent category that were inspected			Target interval for workplace safety inspections for the sixth most frequent category		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	0.0%	0.0%	Inspection Required		Not assigned	No Inspection Required
Aberdeenshire	72.2%	78.8%	60.9%			No Inspection Required
Angus						
Argyll & Bute		85.6%	97.0%		60 months	72 months
Clackmannanshire						
Dumfries & Galloway	96.0%	83.7%	64.3%	99 months	99 months	No Inspection Required
Dundee City						
East Ayrshire	93.5%	71.4%	89.9%			
East Dunbartonshire	100.0%	100.0%	92.9%	Ad-hoc	No Inspection required	No Inspection Required
East Lothian						
East Renfrewshire	100.0%	100.0%	100.0%	99 months	99 months	99 months
Edinburgh, City of						
Eilean Siar	66.7%	97.4%	48.5%			No Inspection Required
Falkirk						
Fife						
Glasgow City						
Highland	27.1%	53.7%	50.2%		Non programmed	Non programmed
Inverclyde	66.7%	100.0%	66.7%			
Midlothian	82.0%	72.8%	4.2%			
Moray						
North Ayrshire	94.9%	98.7%	100.0%	> 60 months	>60	No Inspection Required
North Lanarkshire	100.0%	100.0%	100.0%	non routine	60 months	Non-routine
Orkney Islands	0.0%	100.0%	0.0%	120 months	None	
Perth & Kinross			0.0%			
Renfrewshire	97.7%	99.0%	100.0%	Ad-hoc	No Inspection Required	No Inspection Required
Scottish Borders	77.8%	44.4%	81.5%		No Service	
Shetland Islands	Not Reported	32.1%	Not Reported	Not Reported	60 months	Not Reported
South Ayrshire	60.0%	94.1%	84.0%	72 months	72 months	72 months
South Lanarkshire	71.1%	91.8%	91.0%	72 months	72 months	72 months
Stirling						
West Dunbartonshire						
West Lothian	31.7%	14.8%	79.5%	72 months	120 months	72 months
Scotland	57.8%	70.6%	75.4%			

Protective services

Protective Services	Indicator 2					
	Number of premises which fall within the sixth most frequent category for workplace inspection			Target number of premises in the sixth most frequent category to be inspected		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City		637	2,217		0	0
Aberdeenshire			359			0
Angus						
Argyll & Bute		2,424	2,281		196	164
Clackmannanshire						
Dumfries & Galloway	2,093	2,160	2,178	0	0	0
Dundee City						
East Ayrshire						
East Dunbartonshire	289	268	280	1	0	0
East Lothian						
East Renfrewshire	211	247	234	22	24	7
Edinburgh, City of						
Eilean Siar			366			0
Falkirk						
Fife						
Glasgow City						
Highland		2,607	2,624			
Inverclyde						
Midlothian						
Moray						
North Ayrshire	1,391	1,377	1,377	0	0	0
North Lanarkshire	1,098	1,210	1,004	0	0	5
Orkney Islands	223	259		1	2	
Perth & Kinross						
Renfrewshire	1,120	1,171	1,037	0	0	No Inspection Required
Scottish Borders						
Shetland Islands	Not Reported	463	Not Reported	Not Reported	134	Not Reported
South Ayrshire	256	260	148	0	10	21
South Lanarkshire	1,646	1,417	1,686	531	216	358
Stirling						
West Dunbartonshire						
West Lothian	423	554	714	22	9	90
Scotland	8,750	14,591	16,505	577	457	645

Protective services

Protective Services	Indicator 2					
	Number of inspections in the sixth most frequent category undertaken in the year			Percentage of the target number of premises to be inspected in the sixth most frequent category that were inspected		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City		0	0		0.0%	No Inspection Required
Aberdeenshire			0			No Inspection Required
Angus						
Argyll & Bute		153	153		78.1%	93.3%
Clackmannanshire						
Dumfries & Galloway	0	0	0	0.0%	0.0%	No Inspection Required
Dundee City						
East Ayrshire						
East Dunbartonshire	1	0	0	100.0%	0.0%	No Inspection Required
East Lothian						
East Renfrewshire	22	24	7	100.0%	100.0%	100.0%
Edinburgh, City of						
Eilean Siar			0			No Inspection Required
Falkirk						
Fife						
Glasgow City						
Highland		52				
Inverclyde						
Midlothian						
Moray						
North Ayrshire	0	0	0	0.0%	0.0%	No Inspection Required
North Lanarkshire	0	0	5	0.0%	0.0%	100.0%
Orkney Islands	0	4		0.0%	200.0%	
Perth & Kinross						
Renfrewshire	0	0	No Inspection Required	0.0%	0.0%	No Inspection Required
Scottish Borders						
Shetland Islands	Not Reported	66	Not Reported	Not Reported	49.3%	Not Reported
South Ayrshire	0	10	20	0.0%	100.0%	95.2%
South Lanarkshire	254	200	325	47.8%	92.6%	90.8%
Stirling						
West Dunbartonshire						
West Lothian	8	2	62	36.4%	22.2%	68.9%
Scotland	285	445	572	49.4%	97.4%	88.7%

Protective services

Protective Services	Indicator 3					
	Total number of noise complaints		Number of noise complaints settled at first contact with complainant		Number of noise complaints settled on day of receipt	
	2003/2004	2004/2005	2003/2004	2004/2005	2003/2004	2004/2005
Aberdeen City	667	553	97	90	61	54
Aberdeenshire	321	395	16	27	16	22
Angus	176	120	85	35	68	32
Argyll & Bute	88	71	50	41	38	33
Clackmannanshire	47	48	13	14	12	12
Dumfries & Galloway	124	115	44	30	31	23
Dundee City	462	504	94	77	85	63
East Ayrshire	90	99	9	31	5	26
East Dunbartonshire	120	133	10	6	10	5
East Lothian	159	113	40	23	40	23
East Renfrewshire	67	44	13	6	13	6
Edinburgh, City of	1,825	2,451	243	576	183	422
Eilean Siar	16	16	6	8	6	8
Falkirk	357	358	61	66	28	27
Fife	548	776	159	206	98	149
Glasgow City	1,586	2,259	378	572	263	445
Highland	158	136	50	19	46	19
Inverclyde	132	145	16	41	10	22
Midlothian	79	40	4	3	4	3
Moray	74	63	60	40	54	36
North Ayrshire	290	353	53	71	47	71
North Lanarkshire	507	399	25	94	40	62
Orkney Islands	27	25	5	9	5	4
Perth & Kinross	340	250	114	93	82	57
Renfrewshire	476	390	54	35	49	29
Scottish Borders	117	124	86	4	76	4
Shetland Islands	14	71	6	24	2	21
South Ayrshire	256	234	26	37	6	9
South Lanarkshire	642	633	344	327	235	123
Stirling	96	70	20	23	20	19
West Dunbartonshire	165	107	56	22	27	13
West Lothian	297	442	204	317	122	166
Scotland	10,323	11,537	2,441	2,967	1,782	2,008

Protective services

Protective Services	Indicator 3					
	Percentage of noise complaints settled on day of receipt		Number of noise complaints that the council recognises it has a responsibility to take further action over		Number of noise complaints requiring further action that were completed within 14 days	
	2003/2004	2004/2005	2003/2004	2004/2005	2003/2004	2004/2005
Aberdeen City	62.9%	60.0%	570	463	272	230
Aberdeenshire	100.0%	81.5%	305	368	302	355
Angus	80.0%	91.4%	91	85	33	46
Argyll & Bute	76.0%	80.5%	38	30	19	24
Clackmannanshire	92.3%	85.7%	34	34	10	19
Dumfries & Galloway	70.5%	76.7%	80	85	47	45
Dundee City	90.4%	81.8%	368	427	265	290
East Ayrshire	55.6%	83.9%	81	68	26	31
East Dunbartonshire	100.0%	83.3%	110	127	75	79
East Lothian	100.0%	100.0%	119	90	54	48
East Renfrewshire	100.0%	100.0%	54	38	42	35
Edinburgh, City of	75.3%	73.3%	1,582	1,875	1,399	1,731
Eilean Siar	100.0%	100.0%	10	8	8	1
Falkirk	45.9%	40.9%	296	292	144	115
Fife	61.6%	72.3%	515	570	270	395
Glasgow City	69.6%	77.8%	1,208	1,687	859	1,102
Highland	92.0%	100.0%	116	117	78	72
Inverclyde	62.5%	53.7%	116	104	63	63
Midlothian	100.0%	100.0%	75	37	66	34
Moray	90.0%	90.0%	14	23	13	22
North Ayrshire	88.7%	100.0%	237	282	120	239
North Lanarkshire	62.5%	66.0%	467	305	105	157
Orkney Islands	100.0%	44.4%	22	16	16	4
Perth & Kinross	71.9%	61.3%	226	157	65	40
Renfrewshire	90.7%	82.9%	422	355	343	317
Scottish Borders	88.4%	100.0%	31	120	4	85
Shetland Islands	33.3%	87.5%	8	47	5	34
South Ayrshire	23.1%	24.3%	230	197	163	53
South Lanarkshire	68.3%	37.6%	298	306	173	189
Stirling	100.0%	82.6%	76	47	43	30
West Dunbartonshire	48.2%	59.1%	109	85	41	48
West Lothian	59.8%	52.4%	93	125	75	111
Scotland	73.0%	67.7%	8,001	8,570	5,198	6,044

Protective services

Protective Services	Indicator 3	
	Percentage of complaints requiring further action that were completed within 14 days	
	2003/2004	2004/2005
Aberdeen City	47.7%	49.7%
Aberdeenshire	99.0%	96.5%
Angus	36.3%	54.1%
Argyll & Bute	50.0%	80.0%
Clackmannanshire	29.4%	55.9%
Dumfries & Galloway	58.8%	52.9%
Dundee City	72.0%	67.9%
East Ayrshire	32.1%	45.6%
East Dunbartonshire	68.2%	62.2%
East Lothian	45.4%	53.3%
East Renfrewshire	77.8%	92.1%
Edinburgh, City of	88.4%	92.3%
Eilean Siar	80.0%	12.5%
Falkirk	48.6%	39.4%
Fife	52.4%	69.3%
Glasgow City	71.1%	65.3%
Highland	67.2%	61.5%
Inverclyde	54.3%	60.6%
Midlothian	88.0%	91.9%
Moray	92.9%	95.7%
North Ayrshire	50.6%	84.8%
North Lanarkshire	22.5%	51.5%
Orkney Islands	72.7%	25.0%
Perth & Kinross	28.8%	25.5%
Renfrewshire	81.3%	89.3%
Scottish Borders	12.9%	70.8%
Shetland Islands	62.5%	72.3%
South Ayrshire	70.9%	26.9%
South Lanarkshire	58.1%	61.8%
Stirling	56.6%	63.8%
West Dunbartonshire	37.6%	56.5%
West Lothian	80.6%	88.8%
Scotland	65.0%	70.5%

Protective services

Protective Services	Indicator 4					
	Number of requests for high-priority pest control services			Number of responses for high-priority pest control services which met the national target		
	2001/2002	2002/2003	2003/2004	2001/2002	2002/2003	2003/2004
Aberdeen City	1,350	1,337	1,180	1,321	1,307	1,159
Aberdeenshire	No Service	No Service	No Service	No Service	No Service	No Service
Angus	133	69	48	126	63	38
Argyll & Bute	417	385	371	413	373	320
Clackmannanshire	1,819	1,602	1,944	1,798	1,527	1,860
Dumfries & Galloway	1,558	1,707	1,958	1,465	1,539	1,664
Dundee City	1,101	1,146	1,612	1,101	1,146	1,609
East Ayrshire	1,085	1,092	1,324	1,016	1,000	1,063
East Dunbartonshire	717	679	724	673	666	683
East Lothian	No Service	No Service	No Service	No Service	No Service	No Service
East Renfrewshire	1,223	1,435	210	1,218	1,429	210
Edinburgh, City of	864	1,162	1,126	836	1,082	1,104
Eilean Siar	Not Reported	Not Reported	No Service	Not Reported	Not Reported	No Service
Falkirk	3,775	3,504	4,842	3,646	3,390	4,656
Fife	848	794	840	844	782	826
Glasgow City	7,444	8,066	7,613	7,286	7,904	7,444
Highland	718	1,100	799	696	1,002	758
Inverclyde	41	32	36	41	32	36
Midlothian	120	73	77	120	73	77
Moray	153	22	165	149	22	159
North Ayrshire	403	400	402	392	387	392
North Lanarkshire	5,477	4,599	6,446	5,372	4,558	6,273
Orkney Islands	No Service	No Service	No Service	No Service	No Service	No Service
Perth & Kinross	138	177	166	124	168	156
Renfrewshire	2,095	1,990	2,869	2,071	1,984	2,584
Scottish Borders	1,071	744	1,036	989	705	971
Shetland Islands	118	169	56	106	157	55
South Ayrshire	702	769	828	645	678	720
South Lanarkshire	3,033	4,277	2,645	3,009	4,148	2,407
Stirling	758	862	854	691	833	828
West Dunbartonshire	1,679	1,604	2,107	1,572	1,477	2,085
West Lothian	1,133	1,135	985	938	1,066	880
Scotland	39,973	40,931	43,263	38,658	39,498	41,017

Protective services

Protective Services	Indicator 4					
	Percentage of responses for high-priority pest control services which met the national target			Number of requests for low-priority pest control services		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	97.9%	97.8%	98.2%	1,624	1,654	2,217
Aberdeenshire	No Service	No Service	No Service	No Service	No Service	No Service
Angus	94.7%	91.3%	79.2%	655	637	954
Argyll & Bute	99.0%	96.9%	86.3%	576	517	712
Clackmannanshire	98.8%	95.3%	95.7%	No Service	No Service	No Service
Dumfries & Galloway	94.0%	90.2%	85.0%	957	783	1,017
Dundee City	100.0%	100.0%	99.8%	1,145	1,262	1,613
East Ayrshire	93.6%	91.6%	80.3%	697	652	812
East Dunbartonshire	93.9%	98.1%	94.3%	1,328	994	1,156
East Lothian	No Service	No Service	No Service	No Service	No Service	No Service
East Renfrewshire	99.6%	99.6%	100.0%	No Service	No Service	No Service
Edinburgh, City of	96.8%	93.1%	98.0%	5,837	8,114	8,943
Eilean Siar	Not Reported	Not Reported	No Service	Not Reported	Not Reported	No Service
Falkirk	96.6%	96.7%	96.2%	611	489	382
Fife	99.5%	98.5%	98.3%	5,879	5,703	7,467
Glasgow City	97.9%	98.0%	97.8%	11,575	11,753	15,787
Highland	96.9%	91.1%	94.9%	717	585	586
Inverclyde	100.0%	100.0%	100.0%	1,771	1,536	1,528
Midlothian	100.0%	100.0%	100.0%	617	615	737
Moray	97.4%	100.0%	96.4%	550	776	538
North Ayrshire	97.3%	96.8%	97.5%	1,239	1,021	1,672
North Lanarkshire	98.1%	99.1%	97.3%	3,599	4,545	4,966
Orkney Islands	No Service	No Service	No Service	No Service	No Service	No Service
Perth & Kinross	89.9%	94.9%	94.0%	No Service	No Service	No Service
Renfrewshire	98.9%	99.7%	90.1%	718	719	786
Scottish Borders	92.3%	94.8%	93.7%	484	298	292
Shetland Islands	89.8%	92.9%	98.2%	92	71	109
South Ayrshire	91.9%	88.2%	87.0%	356	481	576
South Lanarkshire	99.2%	97.0%	91.0%	No Service	No Service	No Service
Stirling	91.2%	96.6%	97.0%	507	870	544
West Dunbartonshire	93.6%	92.1%	99.0%	346	292	381
West Lothian	82.8%	93.9%	89.3%	1,479	1,365	1,985
Scotland	96.7%	96.5%	94.8%	43,359	45,732	55,760

Protective services

Protective Services	Indicator 4					
	Number of responses for low-priority pest control services which met the national target			Percentage of responses for low-priority pest control services which met the national target		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	1,581	1,610	2,168	97.4%	97.3%	97.8%
Aberdeenshire	No Service	No Service	No Service	No Service	No Service	No Service
Angus	644	608	884	98.3%	95.4%	92.7%
Argyll & Bute	574	513	667	99.7%	99.2%	93.7%
Clackmannanshire	No Service	No Service	No Service	No Service	No Service	No Service
Dumfries & Galloway	953	773	1,003	99.6%	98.7%	98.6%
Dundee City	1,145	1,262	1,613	100.0%	100.0%	100.0%
East Ayrshire	649	602	730	93.1%	92.3%	89.9%
East Dunbartonshire	1,291	989	1,141	97.2%	99.5%	98.7%
East Lothian	No Service	No Service	No Service	No Service	No Service	No Service
East Renfrewshire	No Service	No Service	No Service	No Service	No Service	No Service
Edinburgh, City of	5,787	7,672	8,875	99.1%	94.6%	99.2%
Eilean Siar	Not Reported	Not Reported	No Service	Not Reported	Not Reported	No Service
Falkirk	568	463	353	93.0%	94.7%	92.4%
Fife	5,855	5,638	7,357	99.6%	98.9%	98.5%
Glasgow City	10,422	10,966	15,067	90.0%	93.3%	95.4%
Highland	711	557	575	99.2%	95.2%	98.1%
Inverclyde	1,667	1,496	1,510	94.1%	97.4%	98.8%
Midlothian	615	615	737	99.7%	100.0%	100.0%
Moray	527	738	519	95.8%	95.1%	96.5%
North Ayrshire	1,226	1,015	1,661	99.0%	99.4%	99.3%
North Lanarkshire	3,507	4,490	4,872	97.4%	98.8%	98.1%
Orkney Islands	No Service	No Service	No Service	No Service	No Service	No Service
Perth & Kinross	No Service	No Service	No Service	No Service	No Service	No Service
Renfrewshire	718	719	785	100.0%	100.0%	99.9%
Scottish Borders	468	295	286	96.7%	99.0%	97.9%
Shetland Islands	76	69	103	82.6%	97.2%	94.5%
South Ayrshire	344	476	565	96.6%	99.0%	98.1%
South Lanarkshire	No Service	No Service	No Service	No Service	No Service	No Service
Stirling	492	854	528	97.0%	98.2%	97.1%
West Dunbartonshire	332	282	380	96.0%	96.6%	99.7%
West Lothian	1,455	1,355	1,977	98.4%	99.3%	99.6%
Scotland	41,607	44,057	54,356	96.0%	96.3%	97.5%

Protective services

Protective Services	Indicator 5					
	Number of consumer enquiries received			Number of consumer enquiries completed on the same day or receipt		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	630	741	234	614	728	225
Aberdeenshire	380	171	79	364	149	68
Angus	292	239	148	237	201	109
Argyll & Bute	53	51	11	53	51	11
Clackmannanshire	19	14	5	19	13	5
Dumfries & Galloway	475	476	492	449	432	433
Dundee City	385	348	177	368	335	162
East Ayrshire	29	39	40	29	31	36
East Dunbartonshire	256	279	216	256	279	216
East Lothian	46	61	29	46	61	29
East Renfrewshire	16	15	27	16	15	27
Edinburgh, City of	1,416	1,072	624	1,120	790	393
Eilean Siar	45	19	7	44	16	7
Falkirk	1,371	1,016	1,165	1,365	1,004	1,159
Fife	268	269	146	257	252	133
Glasgow City	15,074	7,554	4,584	15,074	7,554	4,584
Highland	487	354	150	425	330	127
Inverclyde	829	1,149	213	829	1,149	213
Midlothian	135	92	90	129	85	85
Moray	8	91	57	8	82	42
North Ayrshire	61	156	136	58	156	133
North Lanarkshire	18,960	13,727	4,481	18,960	13,722	4,481
Orkney Islands	23	5	14	22	4	14
Perth & Kinross	333	309	229	295	281	208
Renfrewshire	12	33	17	12	33	17
Scottish Borders	120	200	84	102	174	71
Shetland Islands	19	33	14	15	26	10
South Ayrshire	4,718	2,222	1,150	4,707	2,211	1,133
South Lanarkshire	425	298	597	366	232	519
Stirling	133	145	139	125	128	126
West Dunbartonshire	99	46	59	99	46	59
West Lothian	929	130	36	872	115	27
Scotland	48,046	31,354	15,450	47,335	30,685	14,862

Protective services

Protective Services	Indicator 5					
	Percentage of consumer enquiries completed on the same day of receipt			Number of consumer complaints received		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	97.5%	98.2%	96.2%	3,093	2,885	2,452
Aberdeenshire	95.8%	87.1%	86.1%	1,707	1,656	1,733
Angus	81.2%	84.1%	73.6%	933	868	1,104
Argyll & Bute	100.0%	100.0%	100.0%	1,268	1,185	659
Clackmannanshire	100.0%	92.9%	100.0%	639	570	525
Dumfries & Galloway	94.5%	90.8%	88.0%	2,301	2,391	2,242
Dundee City	95.6%	96.3%	91.5%	2,807	3,006	1,811
East Ayrshire	100.0%	79.5%	90.0%	1,065	1,187	1,183
East Dunbartonshire	100.0%	100.0%	100.0%	1,233	1,215	906
East Lothian	100.0%	100.0%	100.0%	602	688	334
East Renfrewshire	100.0%	100.0%	100.0%	636	527	469
Edinburgh, City of	79.1%	73.7%	63.0%	6,682	6,250	3,368
Eilean Siar	97.8%	84.2%	100.0%	271	251	156
Falkirk	99.6%	98.8%	99.5%	1,659	1,231	1,360
Fife	95.9%	93.7%	91.1%	6,232	5,216	2,680
Glasgow City	100.0%	100.0%	100.0%	5,109	11,121	8,027
Highland	87.3%	93.2%	84.7%	3,581	3,792	1,980
Inverclyde	100.0%	100.0%	100.0%	1,384	1,347	837
Midlothian	95.6%	92.4%	94.4%	856	794	685
Moray	100.0%	90.1%	73.7%	1,676	1,876	1,286
North Ayrshire	95.1%	100.0%	97.8%	2,080	2,084	2,059
North Lanarkshire	100.0%	100.0%	100.0%	2,916	3,520	3,798
Orkney Islands	95.7%	80.0%	100.0%	298	340	480
Perth & Kinross	88.6%	90.9%	90.8%	1,354	1,402	1,254
Renfrewshire	100.0%	100.0%	100.0%	3,172	3,524	2,810
Scottish Borders	85.0%	87.0%	84.5%	670	947	677
Shetland Islands	78.9%	78.8%	71.4%	122	186	241
South Ayrshire	99.8%	99.5%	98.5%	3,446	3,603	3,832
South Lanarkshire	86.1%	77.9%	86.9%	4,382	4,197	3,418
Stirling	94.0%	88.3%	90.6%	1,344	1,237	1,342
West Dunbartonshire	100.0%	100.0%	100.0%	1,316	1,341	1,388
West Lothian	93.9%	88.5%	75.0%	2,658	3,586	2,165
Scotland	98.5%	97.9%	96.2%	67,492	74,023	57,261

Protective services

Protective Services	Indicator 5			
	Number of consumer complaints dealt with within 14 days of receipt		Percentage of consumer complaints dealt with within 14 days of receipt	
	2003/2004	2004/2005	2003/2004	2004/2005
Aberdeen City	2,577	2,181	89.3%	88.9%
Aberdeenshire	1,327	1,288	80.1%	74.3%
Angus	699	883	80.5%	80.0%
Argyll & Bute	1,040	540	87.8%	81.9%
Clackmannanshire	416	368	73.0%	70.1%
Dumfries & Galloway	2,002	1,855	83.7%	82.7%
Dundee City	2,940	1,665	97.8%	91.9%
East Ayrshire	690	750	58.1%	63.4%
East Dunbartonshire	821	569	67.6%	62.8%
East Lothian	672	321	97.7%	96.1%
East Renfrewshire	382	335	72.5%	71.4%
Edinburgh, City of	5,809	2,661	92.9%	79.0%
Eilean Siar	229	130	91.2%	83.3%
Falkirk	815	958	66.2%	70.4%
Fife	4,775	2,186	91.5%	81.6%
Glasgow City	9,334	5,810	83.9%	72.4%
Highland	3,402	1,505	89.7%	76.0%
Inverclyde	1,122	676	83.3%	80.8%
Midlothian	731	574	92.1%	83.8%
Moray	1,745	1,144	93.0%	89.0%
North Ayrshire	1,623	1,610	77.9%	78.2%
North Lanarkshire	2,256	2,663	64.1%	70.1%
Orkney Islands	298	420	87.6%	87.5%
Perth & Kinross	1,356	1,202	96.7%	95.9%
Renfrewshire	2,992	2,389	84.9%	85.0%
Scottish Borders	671	408	70.9%	60.3%
Shetland Islands	163	215	87.6%	89.2%
South Ayrshire	2,952	3,269	81.9%	85.3%
South Lanarkshire	2,742	2,064	65.3%	60.4%
Stirling	915	1,027	74.0%	76.5%
West Dunbartonshire	1,041	1,011	77.6%	72.8%
West Lothian	3,186	1,645	88.8%	76.0%
Scotland	61,723	44,322	83.4%	77.4%

Protective services

Protective Services	Indicator 5				
	Number of business advice requests received			Number of business advice requests dealt with within 14 days of receipt	
	2002/2003	2003/2004	2004/2005	2003/2004	2004/2005
Aberdeen City	270	304	235	287	219
Aberdeenshire	272	279	274	259	251
Angus	188	227	184	201	162
Argyll & Bute	357	269	142	268	137
Clackmannanshire	18	16	8	15	8
Dumfries & Galloway	587	613	387	597	369
Dundee City	339	291	262	289	259
East Ayrshire	169	146	137	145	134
East Dunbartonshire	77	60	50	60	41
East Lothian	109	101	46	100	46
East Renfrewshire	17	31	30	30	30
Edinburgh, City of	702	531	281	487	233
Eilean Siar	15	12	14	11	13
Falkirk	70	40	57	38	55
Fife	225	228	175	220	171
Glasgow City	401	802	700	743	635
Highland	346	323	228	315	219
Inverclyde	138	133	88	126	75
Midlothian	143	120	105	117	100
Moray	269	330	240	322	232
North Ayrshire	110	130	106	129	106
North Lanarkshire	282	195	57	179	52
Orkney Islands	138	196	201	194	196
Perth & Kinross	283	283	205	277	205
Renfrewshire	231	299	215	298	215
Scottish Borders	188	207	180	201	176
Shetland Islands	26	64	57	56	53
South Ayrshire	303	478	339	478	335
South Lanarkshire	243	388	294	379	272
Stirling	150	245	163	221	151
West Dunbartonshire	44	53	45	50	39
West Lothian	540	162	201	154	196
Scotland	7,250	7,556	5,706	7,246	5,385

Protective services

Protective Services	Indicator 5		Indicator 6	
	Percentage of business advice requests dealt with within 14 days of receipt		Number of premises liable to inspection in the high risk inspection category	Target number of visits to premises in the high risk inspection category
	2003/2004	2004/2005	2004/2005	2004/2005
Aberdeen City	94.4%	93.2%	145	145
Aberdeenshire	92.8%	91.6%	229	229
Angus	88.5%	88.0%	150	130
Argyll & Bute	99.6%	96.5%	186	186
Clackmannanshire	93.8%	100.0%	3	3
Dumfries & Galloway	97.4%	95.3%	104	104
Dundee City	99.3%	98.9%	20	20
East Ayrshire	99.3%	97.8%	52	52
East Dunbartonshire	100.0%	82.0%	36	36
East Lothian	99.0%	100.0%	Not Reported	Not Reported
East Renfrewshire	96.8%	100.0%	23	23
Edinburgh, City of	91.7%	82.9%	33	33
Eilean Siar	91.7%	92.9%	20	20
Falkirk	95.0%	96.5%	89	89
Fife	96.5%	97.7%	23	21
Glasgow City	92.6%	90.7%	213	213
Highland	97.5%	96.1%	224	224
Inverclyde	94.7%	85.2%	11	11
Midlothian	97.5%	95.2%	37	37
Moray	97.6%	96.7%	73	73
North Ayrshire	99.2%	100.0%	40	40
North Lanarkshire	91.8%	91.2%	53	53
Orkney Islands	99.0%	97.5%	18	18
Perth & Kinross	97.9%	100.0%	80	80
Renfrewshire	99.7%	100.0%	35	35
Scottish Borders	97.1%	97.8%	59	59
Shetland Islands	87.5%	93.0%	59	59
South Ayrshire	100.0%	98.8%	41	41
South Lanarkshire	97.7%	92.5%	122	122
Stirling	90.2%	92.6%	9	9
West Dunbartonshire	94.3%	86.7%	27	27
West Lothian	95.1%	97.5%	22	22
Scotland	95.9%	94.4%	2,236	2,214

Protective services

Protective Services	Indicator 6			
	Number of visits to premises in the high risk inspection category achieved	Percentage of target visits to premises in the high risk inspection category achieved	Number of premises liable to inspection in the medium risk inspection category	Target number of visits to premises in the medium risk inspection category
	2004/2005	2004/2005	2004/2005	2004/2005
Aberdeen City	61	42.1%	1,451	822
Aberdeenshire	166	72.5%	1,777	683
Angus	102	78.5%	879	393
Argyll & Bute	180	96.8%	1,142	605
Clackmannanshire	2	66.7%	258	129
Dumfries & Galloway	80	76.9%	2,383	1,199
Dundee City	18	90.0%	748	374
East Ayrshire	47	90.4%	1,040	516
East Dunbartonshire	34	94.4%	606	300
East Lothian	Not Reported	Not Reported	Not Reported	Not Reported
East Renfrewshire	23	100.0%	244	No Service
Edinburgh, City of	33	100.0%	2,462	1,231
Eilean Siar	20	100.0%	250	125
Falkirk	54	60.7%	363	131
Fife	21	100.0%	1,659	828
Glasgow City	195	91.5%	1,999	999
Highland	62	27.7%	2,516	1,340
Inverclyde	9	81.8%	552	260
Midlothian	36	97.3%	358	179
Moray	53	72.6%	845	390
North Ayrshire	39	97.5%	782	397
North Lanarkshire	46	86.8%	648	241
Orkney Islands	1	5.6%	286	143
Perth & Kinross	80	100.0%	1,269	453
Renfrewshire	35	100.0%	1,485	740
Scottish Borders	59	100.0%	1,611	756
Shetland Islands	51	86.4%	411	202
South Ayrshire	41	100.0%	3,238	No Service
South Lanarkshire	121	99.2%	2,200	1,101
Stirling	6	66.7%	752	376
West Dunbartonshire	27	100.0%	740	197
West Lothian	22	100.0%	414	205
Scotland	1,724	77.9%	35,368	15,315

Protective services

Protective Services	Indicator 6			
	Number of target visits to premises in the medium risk inspection category achieved	Percentage of target visits to premises in the medium risk inspection category achieved	Number of premises liable to inspection in the low risk inspection category	Target number of visits to premises in the low risk inspection category
	2004/2005	2004/2005	2004/2005	2004/2005
Aberdeen City	263	32.0%	1,054	342
Aberdeenshire	355	52.0%	1,448	550
Angus	220	56.0%	1,080	211
Argyll & Bute	560	92.6%	872	158
Clackmannanshire	72	55.8%	266	54
Dumfries & Galloway	964	80.4%	1,311	281
Dundee City	322	86.1%	2,001	566
East Ayrshire	497	96.3%	1,562	310
East Dunbartonshire	250	83.3%	582	0
East Lothian	Not Reported	Not Reported	Not Reported	Not Reported
East Renfrewshire	No Service	No Service	630	No Service
Edinburgh, City of	924	75.1%	8,312	0
Eilean Siar	104	83.2%	160	32
Falkirk	86	65.6%	565	107
Fife	672	81.2%	3,215	643
Glasgow City	953	95.4%	8,223	1,639
Highland	1,054	78.7%	4,487	958
Inverclyde	230	88.5%	580	238
Midlothian	173	96.6%	142	29
Moray	319	81.8%	641	112
North Ayrshire	391	98.5%	1,548	317
North Lanarkshire	180	74.7%	484	209
Orkney Islands	11	7.7%	288	72
Perth & Kinross	332	73.3%	1,356	182
Renfrewshire	740	100.0%	1,399	278
Scottish Borders	509	67.3%	3,153	653
Shetland Islands	39	19.3%	1,038	205
South Ayrshire	No Service	No Service	994	No Service
South Lanarkshire	1,065	96.7%	2,513	737
Stirling	284	75.5%	915	183
West Dunbartonshire	189	95.9%	1,040	128
West Lothian	201	98.0%	1,315	153
Scotland	11,959	78.1%	53,174	9,347

Protective services

Protective Services	Indicator 6	
	Number of target visits to premises in the low risk inspection category achieved	Percentage of target visits to premises in the low risk inspection category achieved
	2004/2005	2004/2005
Aberdeen City	97	28.4%
Aberdeenshire	339	61.6%
Angus	109	51.7%
Argyll & Bute	155	98.1%
Clackmannanshire	35	64.8%
Dumfries & Galloway	222	79.0%
Dundee City	446	78.8%
East Ayrshire	297	95.8%
East Dunbartonshire	0	0.0%
East Lothian	Not Reported	Not Reported
East Renfrewshire	No Service	No Service
Edinburgh, City of	0	No Inspection Required
Eilean Siar	29	90.6%
Falkirk	95	88.8%
Fife	532	82.7%
Glasgow City	1,521	92.8%
Highland	842	87.9%
Inverclyde	213	89.5%
Midlothian	29	100.0%
Moray	101	90.2%
North Ayrshire	310	97.8%
North Lanarkshire	145	69.4%
Orkney Islands	6	8.3%
Perth & Kinross	120	65.9%
Renfrewshire	278	100.0%
Scottish Borders	512	78.4%
Shetland Islands	3	1.5%
South Ayrshire	No Service	No Service
South Lanarkshire	710	96.3%
Stirling	150	82.0%
West Dunbartonshire	115	89.8%
West Lothian	151	98.7%
Scotland	7,562	80.9%