

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	15		99.0	98.9	97.4			
Aberdeenshire	17		95.0	90.8	96.9			
Angus	9		90.7	100.0	98.9	✓		
Argyll & Bute	18		99.3	98.7	96.7			
Clackmannanshire	29	✗	92.5	94.0	75.4			✗
Dumfries & Galloway	28	✗	93.1	86.5	80.1		✗	
Dundee City	1	✓	92.6	95.2	100.0	✓		
East Ayrshire	13		98.2	97.2	97.9			
East Dunbartonshire	22		95.8	96.3	94.7			
East Lothian	18		92.9	95.7	96.7			
East Renfrewshire	1	✓	100.0	100.0	100.0			
City of Edinburgh	5	✓	99.8	99.1	99.8			
Eilean Siar	14		93.8	97.9	97.7			
Falkirk	20		88.8	81.9	96.3	✓		
Fife	20		93.3	92.3	96.3			
Glasgow City	23		FTR	93.1	94.4			
Highland	7	✓	97.8	95.7	99.4			
Inverclyde	27	✗	98.5	94.9	88.8	✗		
Midlothian	24		96.4	97.8	94.2			
Moray	30	✗	66.8	76.1	73.9		✓	
North Ayrshire	8	✓	97.7	98.9	99.1			
North Lanarkshire	16		99.2	99.8	97.3			
Orkney Islands	31	✗	37.8	65.8	60.0			✓
Perth & Kinross	26	✗	97.6	81.3	91.9	✗		
Renfrewshire	5	✓	99.7	99.2	99.8			
Scottish Borders	25	✗	<u>87.4</u>	85.1	93.7			
Shetland Islands	32	✗	93.5	<u>33.3</u>	20.0			✗
South Ayrshire	1	✓	92.2	100.0	100.0	✓		
South Lanarkshire	10		97.9	99.1	98.5			
Stirling	11		88.8	94.7	98.3		✓	
West Dunbartonshire	1	✓	92.8	94.7	100.0	✓		
West Lothian	12		96.9	94.6	98.1			
			Scotland					
			95.2	94.4	95.6			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.0	98.9	99.0
Median	95.0	95.4	97.1
Lower quartile	92.5	91.9	94.1
Lowest ranked performance	37.8	33.3	20.0

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	5
10-14%	2
>15%	1
Decline	
5-9%	2
10-14%	1
>15%	2

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 2002/03:

Angus
Falkirk
Moray
Orkney Islands
South Ayrshire
Stirling

The following councils did not make any material improvement in their performance by 2004/05:

None

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	25	✗	-	62.9	60.0			
Aberdeenshire	17		-	100.0	81.5			
Angus	8	✓	-	80.0	91.4			
Argyll & Bute	18		-	76.0	80.5			
Clackmannanshire	11		-	92.3	85.7			
Dumfries & Galloway	20		-	70.5	76.7			
Dundee City	16		-	90.4	81.8			
East Ayrshire	12		-	55.6	83.9			
East Dunbartonshire	13		-	100.0	83.3			
East Lothian	1	✓	-	100.0	100.0			
East Renfrewshire	1	✓	-	100.0	100.0			
City of Edinburgh	21		-	75.3	73.3			
Eilean Siar	1	✓	-	100.0	100.0			
Falkirk	30	✗	-	45.9	40.9			
Fife	22		-	61.6	72.3			
Glasgow City	19		-	69.6	77.8			
Highland	1	✓	-	92.0	100.0			
Inverclyde	27	✗	-	62.5	53.7			
Midlothian	1	✓	-	100.0	100.0			
Moray	9		-	90.0	90.0			
North Ayrshire	1	✓	-	88.7	100.0			
North Lanarkshire	23		-	62.5	66.0			
Orkney Islands	29	✗	-	100.0	44.4			
Perth & Kinross	24		-	71.9	61.3			
Renfrewshire	14		-	90.7	82.9			
Scottish Borders	1	✓	-	88.4	100.0			
Shetland Islands	10		-	33.3	87.5			
South Ayrshire	32	✗	-	23.1	24.3			
South Lanarkshire	31	✗	-	68.3	37.6			
Stirling	15		-	100.0	82.6			
West Dunbartonshire	26	✗	-	48.2	59.1			
West Lothian	28	✗	-	59.8	52.4			
			Scotland					
			-	73.0	67.7			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	100.0	100.0
Upper quartile	-	94.2	90.4
Median	-	78.0	81.7
Lower quartile	-	62.5	61.0
Lowest ranked performance	-	23.1	24.3

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03		
Improvement		
5-9%	-	-
10-14%	-	-
>15%	-	-
Decline		
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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	26	✗	-	47.7	49.7			
Aberdeenshire	1	✓	-	99.0	96.5			
Angus	22		-	36.3	54.1			
Argyll & Bute	9		-	50.0	80.0			
Clackmannanshire	21		-	29.4	55.9			
Dumfries & Galloway	24		-	58.8	52.9			
Dundee City	13		-	72.0	67.9			
East Ayrshire	27	✗	-	32.1	45.6			
East Dunbartonshire	16		-	68.2	62.2			
East Lothian	23		-	45.4	53.3			
East Renfrewshire	4	✓	-	77.8	92.1			
City of Edinburgh	3	✓	-	88.4	92.3			
Eilean Siar	32	✗	-	80.0	12.5			
Falkirk	28	✗	-	48.6	39.4			
Fife	12		-	52.4	69.3			
Glasgow City	14		-	71.1	65.3			
Highland	18		-	67.2	61.5			
Inverclyde	19		-	54.3	60.6			
Midlothian	5	✓	-	88.0	91.9			
Moray	2	✓	-	92.9	95.7			
North Ayrshire	8	✓	-	50.6	84.8			
North Lanarkshire	25	✗	-	22.5	51.5			
Orkney Islands	31	✗	-	72.7	25.0			
Perth & Kinross	30	✗	-	28.8	25.5			
Renfrewshire	6	✓	-	81.3	89.3			
Scottish Borders	11		-	12.9	70.8			
Shetland Islands	10		-	62.5	72.3			
South Ayrshire	29	✗	-	70.9	26.9			
South Lanarkshire	17		-	58.1	61.8			
Stirling	15		-	56.6	63.8			
West Dunbartonshire	20		-	37.6	56.5			
West Lothian	7	✓	-	80.6	88.8			
			Scotland					
			-	65.0	70.5			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	99.0	96.5
Upper quartile	-	74.0	81.2
Median	-	58.5	62.0
Lower quartile	-	47.1	52.6
Lowest ranked performance	-	12.9	12.5

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	7	✓	97.9	97.8	98.2			
Aberdeenshire	NS		NS	NS	NS			
Angus	28	✗	94.7	91.3	79.2			✗
Argyll & Bute	25	✗	99.0	96.9	86.3		✗	
Clackmannanshire	16		98.8	95.3	95.7			
Dumfries & Galloway	26	✗	94.0	90.2	85.0	✗		
Dundee City	4	✓	100.0	100.0	99.8			
East Ayrshire	27	✗	93.6	91.6	80.3		✗	
East Dunbartonshire	18		93.9	98.1	94.3			
East Lothian	NS		NS	NS	NS			
East Renfrewshire	1	✓	99.6	99.6	100.0			
City of Edinburgh	9		96.8	93.1	98.0			
Eilean Siar	NS		FTR	FTR	NS			
Falkirk	15		96.6	96.7	96.2			
Fife	6	✓	99.5	98.5	98.3			
Glasgow City	10		97.9	98.0	97.8			
Highland	17		96.9	91.1	94.9			
Inverclyde	1	✓	100.0	100.0	100.0			
Midlothian	1	✓	100.0	100.0	100.0			
Moray	14		97.4	100.0	96.4			
North Ayrshire	11		97.3	96.8	97.5			
North Lanarkshire	12		98.1	99.1	97.3			
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	19		89.9	94.9	94.0			
Renfrewshire	22		98.9	99.7	90.1	✗		
Scottish Borders	20		92.3	94.8	93.7			
Shetland Islands	7	✓	89.8	92.9	98.2	✓		
South Ayrshire	24		91.9	88.2	87.0	✗		
South Lanarkshire	21		99.2	97.0	91.0	✗		
Stirling	13		91.2	96.6	97.0	✓		
West Dunbartonshire	5	✓	93.6	92.1	99.0	✓		
West Lothian	23		82.8	93.9	89.3	✓		
			Scotland					
			96.7	96.5	94.8			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.9	98.7	98.2
Median	97.1	96.8	96.3
Lower quartile	93.6	93.1	90.8
Lowest ranked performance	82.8	88.2	79.2

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	3	3	4

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	4
10-14%	-
>15%	-
Decline	
5-9%	4
10-14%	2
>15%	1

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 2002/03:

Perth & Kinross
Shetland Islands
Stirling
West Lothian

The following councils did not make any material improvement in their performance by 2004/05:

Perth & Kinross

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	16		97.4	97.3	97.8			
Aberdeenshire	NS		NS	NS	NS			
Angus	22		98.3	95.4	92.7	✗		
Argyll & Bute	21		99.7	99.2	93.7	✗		
Clackmannanshire	NS		NS	NS	NS			
Dumfries & Galloway	10		99.6	98.7	98.6			
Dundee City	1	✓	100.0	100.0	100.0			
East Ayrshire	24		93.1	92.3	89.9			
East Dunbartonshire	9		97.2	99.5	98.7			
East Lothian	NS		NS	NS	NS			
East Renfrewshire	NS		NS	NS	NS			
City of Edinburgh	7	✓	99.1	94.6	99.2			
Eilean Siar	NS		FTR	FTR	NS			
Falkirk	23		93.0	94.7	92.4			
Fife	11		99.6	98.9	98.5			
Glasgow City	19		90.0	93.3	95.4	✓		
Highland	12		99.2	95.2	98.1			
Inverclyde	8	✓	94.1	97.4	98.8			
Midlothian	1	✓	99.7	100.0	100.0			
Moray	18		95.8	95.1	96.5			
North Ayrshire	6	✓	99.0	99.4	99.3			
North Lanarkshire	12		97.4	98.8	98.1			
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	NS		NS	NS	NS			
Renfrewshire	3	✓	100.0	100.0	99.9			
Scottish Borders	15		96.7	99.0	97.9			
Shetland Islands	20		82.6	97.2	94.5		✓	
South Ayrshire	12		96.6	99.0	98.1			
South Lanarkshire	NS		NS	NS	NS			
Stirling	17		97.0	98.2	97.1			
West Dunbartonshire	4	✓	96.0	96.6	99.7			
West Lothian	5	✓	98.4	99.3	99.6			
			Scotland					
			96.0	96.3	97.5			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	100.0	100.0	100.0
Upper quartile	99.3	99.2	99.2
Median	97.4	98.5	98.1
Lower quartile	96.0	95.4	96.2
Lowest ranked performance	82.6	92.3	89.9

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	7	7	8

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	1
10-14%	1
>15%	-
Decline	
5-9%	2
10-14%	-
>15%	-

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	6	✓	89.6	89.3	88.9			
Aberdeenshire	22		81.0	80.1	74.3	✗		
Angus	16		85.9	80.5	80.0	✗		
Argyll & Bute	13		90.0	87.8	81.9	✗		
Clackmannanshire	27	✗	74.3	73.0	70.1	✗		
Dumfries & Galloway	12		88.4	83.7	82.7	✗		
Dundee City	3	✓	97.5	97.8	91.9	✗		
East Ayrshire	29	✗	52.3	58.1	63.4			✓
East Dunbartonshire	30	✗	59.8	67.6	62.8	✓		
East Lothian	1	✓	97.8	97.7	96.1			
East Renfrewshire	25	✗	72.2	72.5	71.4			
City of Edinburgh	17		90.7	92.9	79.0		✗	
Eilean Siar	11		87.8	91.2	83.3	✗		
Falkirk	26	✗	72.0	66.2	70.4			
Fife	14		90.4	91.5	81.6	✗		
Glasgow City	24		69.2	83.9	72.4			
Highland	20		87.1	89.7	76.0		✗	
Inverclyde	15		80.0	83.3	80.8			
Midlothian	10		91.9	92.1	83.8	✗		
Moray	5	✓	96.5	93.0	89.0	✗		
North Ayrshire	18		79.1	77.9	78.2			
North Lanarkshire	27	✗	55.0	64.1	70.1			✓
Orkney Islands	7	✓	82.9	87.6	87.5	✓		
Perth & Kinross	2	✓	95.6	96.7	95.9			
Renfrewshire	9		89.1	84.9	85.0			
Scottish Borders	32	✗	64.2	70.9	60.3	✗		
Shetland Islands	4	✓	91.8	87.6	89.2			
South Ayrshire	8	✓	44.5	81.9	85.3			✓
South Lanarkshire	31	✗	62.2	65.3	60.4			
Stirling	19		78.2	74.0	76.5			
West Dunbartonshire	23		81.2	77.6	72.8		✗	
West Lothian	20		89.7	88.8	76.0			✗
			Scotland					
			79.9	83.4	77.4			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	97.8	97.8	96.1
Upper quartile	90.1	90.1	85.1
Median	84.4	83.8	79.5
Lower quartile	72.1	73.8	72.2
Lowest ranked performance	44.5	58.1	60.3

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	2
10-14%	-
>15%	3
Decline	
5-9%	11
10-14%	3
>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 2002/03:

East Ayrshire
East Dunbartonshire
Falkirk
Glasgow City
North Lanarkshire
Scottish Borders
South Ayrshire
South Lanarkshire

The following councils did not make any material improvement in their performance by 2004/05:

Falkirk
Glasgow City
Scottish Borders
South Lanarkshire

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	20		94.4	94.4	93.2			
Aberdeenshire	25	✗	91.5	92.8	91.6			
Angus	28	✗	91.5	88.5	88.0			
Argyll & Bute	15		99.4	99.6	96.5			
Clackmannanshire	1	✓	100.0	93.8	100.0			
Dumfries & Galloway	18		97.6	97.4	95.3			
Dundee City	7	✓	98.2	99.3	98.9			
East Ayrshire	9		99.4	99.3	97.8			
East Dunbartonshire	32	✗	96.1	100.0	82.0		✗	
East Lothian	1	✓	100.0	99.0	100.0			
East Renfrewshire	1	✓	100.0	96.8	100.0			
City of Edinburgh	31	✗	94.2	91.7	82.9		✗	
Eilean Siar	22		80.0	91.7	92.9			✓
Falkirk	15		88.6	95.0	96.5	✓		
Fife	11		98.7	96.5	97.7			
Glasgow City	27	✗	87.5	92.6	90.7			
Highland	17		96.2	97.5	96.1			
Inverclyde	30	✗	93.5	94.7	85.2	✗		
Midlothian	19		100.0	97.5	95.2			
Moray	14		97.4	97.6	96.7			
North Ayrshire	1	✓	96.4	99.2	100.0			
North Lanarkshire	26	✗	89.4	91.8	91.2			
Orkney Islands	12		96.4	99.0	97.5			
Perth & Kinross	1	✓	97.9	97.9	100.0			
Renfrewshire	1	✓	99.6	99.7	100.0			
Scottish Borders	9		95.7	97.1	97.8			
Shetland Islands	21		88.5	87.5	93.0	✓		
South Ayrshire	8	✓	96.4	100.0	98.8			
South Lanarkshire	24		97.1	97.7	92.5			
Stirling	23		84.0	90.2	92.6		✓	
West Dunbartonshire	29	✗	100.0	94.3	86.7		✗	
West Lothian	12		96.1	95.1	97.5			
			Scotland					
			95.4	95.9	94.4			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.9	99.0	98.1
Median	96.4	97.0	96.3
Lower quartile	93.0	93.6	92.3
Lowest ranked performance	80.0	87.5	82.0

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	2
10-14%	1
>15%	1
Decline	
5-9%	1
10-14%	3
>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 2002/03:

Aberdeenshire
Angus
Eilean Siar
Falkirk
Glasgow City
North Lanarkshire
Shetland Islands
Stirling

The following councils did not make any material improvement in their performance by 2004/05:

Aberdeenshire
Angus
Glasgow City
North Lanarkshire

Protective services

Inspection of trading premises - the percentage of premises in the medium inspection risk category (between one year and two years) that were inspected on time

Inspection is used to enforce standards for trading premises in relation to fair trading, quantity, quality and safety ('Fair Trading', 'Metrology', 'Quality Standards' and 'Safety' respectively). The indicator provides information on the extent to which the planned programme of premises in the medium risk category (one to two years) was successfully completed.

While the risk categories are national, the designation of the number of premises in each category is determined by the council. Achievement is, therefore, a measure of the efficiency of the council in attaining its own target number of visits.

Points to bear in mind

Performance will be affected by efficiency in completion of visits (itself a reflection of the complexity of the visit process), ease of access and the skills and number of staff involved.

Protective services

Inspection of trading premises - the percentage of premises in inspection level of 2 years or less that were inspected on time

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	27	✗	-	-	32.0			
Aberdeenshire	26	✗	-	-	52.0			
Angus	24		-	-	56.0			
Argyll & Bute	9		-	-	92.6			
Clackmannanshire	25	✗	-	-	55.8			
Dumfries & Galloway	16		-	-	80.4			
Dundee City	11		-	-	86.1			
East Ayrshire	6	✓	-	-	96.3			
East Dunbartonshire	12		-	-	83.3			
East Renfrewshire	NS		-	-	NS			
City of Edinburgh	19		-	-	75.1			
Eilean Siar	13		-	-	83.2			
Falkirk	23		-	-	65.6			
Fife	15		-	-	81.2			
Glasgow City	8	✓	-	-	95.4			
Highland	17		-	-	78.7			
Inverclyde	10		-	-	88.5			
Midlothian	5	✓	-	-	96.6			
Moray	14		-	-	81.8			
North Ayrshire	2	✓	-	-	98.5			
North Lanarkshire	20		-	-	74.7			
Orkney Islands	29	✗	-	-	7.7			
Perth & Kinross	21		-	-	73.3			
Renfrewshire	1	✓	-	-	100.0			
Scottish Borders	22		-	-	67.3			
Shetland Islands	28	✗	-	-	19.3			
South Ayrshire	NS		-	-	NS			
South Lanarkshire	4	✓	-	-	96.7			
Stirling	18		-	-	75.5			
West Dunbartonshire	7	✓	-	-	95.9			
West Lothian	3	✓	-	-	98.0			
			Scotland					
			-	-	78.1			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	-	100.0
Upper quartile	-	-	95.4
Median	-	-	81.2
Lower quartile	-	-	67.3
Lowest ranked performance	-	-	7.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	31	31	0
No service	(NS)	0	0	2

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
East Lothian	-	-	FTR

Notes

An underlined PI measurement indicates unreliable data.