

Protective services

Food safety: hygiene inspections

- 1: The number of establishments in each of the following four 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
Approved establishments		
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 four 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 Law. Establishments are grouped according to their level of food safety risk. This risk is determined on the basis of:
 - the type of establishment
 - the confidence the council has in the management of food processes at the establishment.

The 'approved establishments' category is for those establishments that are excluded from the risk rating scheme under the Food Law Code of Practice due to the specific nature of the operation.

The 'within 6 months' category is for establishments which are the highest risk establishments and so require the most frequent inspection visits, while the 'more than 12 months' category is for establishments which have a lower risk and require fewer visits.

For each inspection category, the indicator reports three pieces of information - the number of establishments 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 establishments, 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

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- the number of consumers likely to be put at risk if there is a failure in food hygiene and safety procedures
- the cleanliness, layout, lighting, ventilation and condition of the establishments
- 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 establishments dealing in food, resulting in more establishments being brought into the high-risk category
- undertake more detailed inspections of establishments
- encourage businesses in high-risk categories to develop and introduce new food safety control systems.

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

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

Environmental protection

2: 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.

Trading standards

3: The percentage of consumer complaints and business advice requests completed within 14 days.

What the indicator reports

The indicator provides a measure of the efficiency of the council in dealing with complaints and business advice requests it receives. Many enquiries are now handled by Consumer Direct, an online service, supported by the Office of Fair Trading. More information about Consumer Direct is available on its web site at: www.consumerdirect.gov.uk/

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The indicator is based on the time between:

- the date of receipt by the council of all necessary information in relation to the 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.

'Complaints' are requests to the council to investigate the activities of a trader or traders relating 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. They are not complaints against the council.

'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 complaints and advice requests.

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

4: Trading premises inspections:

Minimum inspection frequency	Number of premises in risk category	Number to be inspected in the year	% of inspections undertaken within time
12 months (High risk)			
2 years (Medium risk)			
5 years (Low Risk)			

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.

Councils 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

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- 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.

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Protective Services	Indicator 1			
	Number of approved premises requiring inspection in the year	Total number of approved premises inspections	Number of approved premises inspections undertaken within time	Percentage of approved premises inspections actually inspected within time
	2005/2006	2005/2006	2005/2006	2005/2006
Aberdeen City	75	87	71	81.6%
Aberdeenshire	159	147	123	83.7%
Angus	14	34	28	82.4%
Argyll & Bute	53	74	58	78.4%
Clackmannanshire	1	1	0	0.0%
Dumfries & Galloway	27	56	33	58.9%
Dundee City	6	18	18	100.0%
East Ayrshire	14	19	17	89.5%
East Dunbartonshire	3	6	6	100.0%
East Lothian	9	22	13	59.1%
East Renfrewshire	1	1	1	100.0%
Edinburgh, City of	12	31	31	100.0%
Eilean Siar	0	0	0	0.0%
Falkirk	6	6	6	100.0%
Fife	70	123	116	94.3%
Glasgow City	23	46	46	100.0%
Highland	84	141	141	100.0%
Inverclyde	5	7	7	100.0%
Midlothian	9	16	16	100.0%
Moray	21	21	15	71.4%
North Ayrshire	74	88	88	100.0%
North Lanarkshire	31	31	31	100.0%
Orkney Islands	13	28	27	96.4%
Perth & Kinross	9	9	9	100.0%
Renfrewshire	21	23	15	65.2%
Scottish Borders	20	33	31	93.9%
Shetland Islands	17	17	5	29.4%
South Ayrshire	13	37	31	83.8%
South Lanarkshire	170	196	188	95.9%
Stirling	6	13	13	100.0%
West Dunbartonshire	13	22	22	100.0%
West Lothian	25	28	27	96.4%
Scotland	1,004	1,381	1,233	89.3%

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		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	23	19	15	43	38	30
Aberdeenshire	85	76	83	170	152	166
Angus	25	24	15	50	48	30
Argyll & Bute	21	16	2	21	32	4
Clackmannanshire	2	8	2	4	16	4
Dumfries & Galloway	25	16	8	50	32	16
Dundee City	25	21	15	25	42	30
East Ayrshire	24	27	21	48	54	42
East Dunbartonshire	30	34	35	60	68	70
East Lothian	24	31	10	48	62	20
East Renfrewshire	19	7	No Service	38	14	No Service
Edinburgh, City of	14	13	12	24	26	24
Eilean Siar	6	6	5	12	12	10
Falkirk	19	12	2	34	23	4
Fife	3	6	1	6	12	2
Glasgow City	273	116	58	476	232	116
Highland	35	24	14	70	48	28
Inverclyde	0	2	1	0	4	2
Midlothian	13	13	14	26	26	28
Moray	35	45	46	70	90	92
North Ayrshire	46	43	26	92	86	52
North Lanarkshire	36	30	11	72	60	22
Orkney Islands	4	0	0	8	0	0
Perth & Kinross	44	44	51	88	88	102
Renfrewshire	155	114	38	310	228	76
Scottish Borders	126	55	66	126	110	112
Shetland Islands	3	3	0	6	6	0
South Ayrshire	23	21	7	46	42	14
South Lanarkshire	53	38	22	106	76	44
Stirling	17	17	5	23	34	10
West Dunbartonshire	21	14	9	42	28	18
West Lothian	25	13	7	50	26	14
Scotland	1,251	908	596	2,238	1,815	1,172

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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		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	43	35	30	100.0%	92.1%	100.0%
Aberdeenshire	149	150	163	87.6%	98.7%	98.2%
Angus	50	48	30	100.0%	100.0%	100.0%
Argyll & Bute	21	32	4	100.0%	100.0%	100.0%
Clackmannanshire	4	12	2	100.0%	75.0%	50.0%
Dumfries & Galloway	42	25	14	84.0%	78.1%	87.5%
Dundee City	23	42	28	92.0%	100.0%	93.3%
East Ayrshire	44	54	41	91.7%	100.0%	97.6%
East Dunbartonshire	59	66	70	98.3%	97.1%	100.0%
East Lothian	47	62	19	97.9%	100.0%	95.0%
East Renfrewshire	38	14	No Service	100.0%	100.0%	No Service
Edinburgh, City of	24	26	24	100.0%	100.0%	100.0%
Eilean Siar	12	12	10	100.0%	100.0%	100.0%
Falkirk	32	21	4	94.1%	91.3%	100.0%
Fife	6	12	2	100.0%	100.0%	100.0%
Glasgow City	432	220	88	90.8%	94.8%	75.9%
Highland	58	46	28	82.9%	95.8%	100.0%
Inverclyde	0	4	2	0.0%	100.0%	100.0%
Midlothian	26	25	26	100.0%	96.2%	92.9%
Moray	61	64	65	87.1%	71.1%	70.7%
North Ayrshire	91	85	52	98.9%	98.8%	100.0%
North Lanarkshire	72	59	22	100.0%	98.3%	100.0%
Orkney Islands	5	0	0	62.5%	0.0%	0.0%
Perth & Kinross	82	79	101	93.2%	89.8%	99.0%
Renfrewshire	305	227	76	98.4%	99.6%	100.0%
Scottish Borders	111	106	105	88.1%	96.4%	93.8%
Shetland Islands	2	0	0	33.3%	0.0%	0.0%
South Ayrshire	46	42	14	100.0%	100.0%	100.0%
South Lanarkshire	106	76	44	100.0%	100.0%	100.0%
Stirling	22	34	10	95.7%	100.0%	100.0%
West Dunbartonshire	42	28	16	100.0%	100.0%	88.9%
West Lothian	46	26	14	92.0%	100.0%	100.0%
Scotland	2,099	1,732	1,094	93.8%	95.4%	93.3%

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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		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	140	195	187	138	192	186
Aberdeenshire	431	404	330	397	389	324
Angus	176	140	143	176	138	140
Argyll & Bute	204	181	157	201	174	137
Clackmannanshire	46	45	43	43	34	37
Dumfries & Galloway	216	199	199	188	160	185
Dundee City	183	200	191	175	200	189
East Ayrshire	131	87	88	130	84	88
East Dunbartonshire	128	139	131	122	130	128
East Lothian	162	177	201	154	169	180
East Renfrewshire	135	126	111	135	126	111
Edinburgh, City of	645	632	335	639	631	335
Eilean Siar	36	31	34	35	30	34
Falkirk	115	111	139	90	108	134
Fife	163	149	175	150	143	152
Glasgow City	1,172	1,131	1,110	1,102	1,067	1,043
Highland	323	266	316	318	266	311
Inverclyde	117	112	106	111	99	105
Midlothian	67	78	62	65	73	60
Moray	156	174	146	111	131	106
North Ayrshire	465	452	429	460	448	420
North Lanarkshire	333	316	340	332	307	340
Orkney Islands	30	20	20	20	12	18
Perth & Kinross	200	172	215	152	160	213
Renfrewshire	418	399	310	417	399	310
Scottish Borders	264	238	223	221	220	215
Shetland Islands	36	19	19	12	5	12
South Ayrshire	151	136	128	151	136	123
South Lanarkshire	474	445	397	469	437	395
Stirling	184	208	198	174	204	194
West Dunbartonshire	129	125	107	120	125	102
West Lothian	136	133	131	130	130	131
Scotland	7,530	7,240	6,687	7,126	6,927	6,424

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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		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	98.6%	98.5%	99.5%	864	665	831
Aberdeenshire	92.1%	96.3%	98.2%	1,034	893	1,022
Angus	100.0%	98.6%	97.9%	252	285	276
Argyll & Bute	98.5%	96.1%	87.3%	683	543	426
Clackmannanshire	93.5%	75.6%	86.0%	189	200	206
Dumfries & Galloway	87.0%	80.4%	93.0%	864	810	944
Dundee City	95.6%	100.0%	99.0%	341	513	561
East Ayrshire	99.2%	96.6%	100.0%	447	505	458
East Dunbartonshire	95.3%	93.5%	97.7%	171	159	211
East Lothian	95.1%	95.5%	89.6%	314	337	308
East Renfrewshire	100.0%	100.0%	100.0%	178	147	192
Edinburgh, City of	99.1%	99.8%	100.0%	2,865	2,885	2,108
Eilean Siar	97.2%	96.8%	100.0%	205	201	158
Falkirk	78.3%	97.3%	96.4%	330	324	381
Fife	92.0%	96.0%	86.9%	1,454	1,392	1,119
Glasgow City	94.0%	94.3%	94.0%	872	1,157	1,258
Highland	98.5%	100.0%	98.4%	2,429	2,586	1,573
Inverclyde	94.9%	88.4%	99.1%	282	300	292
Midlothian	97.0%	93.6%	96.8%	270	274	263
Moray	71.2%	75.3%	72.6%	213	294	356
North Ayrshire	98.9%	99.1%	97.9%	366	349	315
North Lanarkshire	99.7%	97.2%	100.0%	850	832	873
Orkney Islands	66.7%	60.0%	90.0%	100	116	102
Perth & Kinross	76.0%	93.0%	99.1%	463	510	391
Renfrewshire	99.8%	100.0%	100.0%	164	391	425
Scottish Borders	83.7%	92.4%	96.4%	434	525	532
Shetland Islands	33.3%	26.3%	63.2%	180	105	215
South Ayrshire	100.0%	100.0%	96.1%	428	471	453
South Lanarkshire	98.9%	98.2%	99.5%	902	1,006	939
Stirling	94.6%	98.1%	98.0%	388	483	543
West Dunbartonshire	93.0%	100.0%	95.3%	349	312	319
West Lothian	95.6%	97.7%	100.0%	527	616	468
Scotland	94.6%	95.7%	96.1%	19,228	20,186	18,360

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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		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	592	218	311	68.5%	32.8%	37.4%
Aberdeenshire	860	745	811	83.2%	83.4%	79.4%
Angus	245	280	275	97.2%	98.2%	99.6%
Argyll & Bute	636	484	299	93.1%	89.1%	70.2%
Clackmannanshire	162	157	146	85.7%	78.5%	70.9%
Dumfries & Galloway	697	671	861	80.7%	82.8%	91.2%
Dundee City	212	471	485	62.2%	91.8%	86.5%
East Ayrshire	441	475	457	98.7%	94.1%	99.8%
East Dunbartonshire	135	118	196	78.9%	74.2%	92.9%
East Lothian	277	310	245	88.2%	92.0%	79.5%
East Renfrewshire	178	146	191	100.0%	99.3%	99.5%
Edinburgh, City of	1,496	1,801	1,868	52.2%	62.4%	88.6%
Eilean Siar	190	165	85	92.7%	82.1%	53.8%
Falkirk	292	303	329	88.5%	93.5%	86.4%
Fife	1,366	1,294	1,062	93.9%	93.0%	94.9%
Glasgow City	678	1,088	1,124	77.8%	94.0%	89.3%
Highland	897	791	714	36.9%	30.6%	45.4%
Inverclyde	268	284	280	95.0%	94.7%	95.9%
Midlothian	189	117	150	70.0%	42.7%	57.0%
Moray	99	137	141	46.5%	46.6%	39.6%
North Ayrshire	364	343	308	99.5%	98.3%	97.8%
North Lanarkshire	846	819	873	99.5%	98.4%	100.0%
Orkney Islands	76	65	70	76.0%	56.0%	68.6%
Perth & Kinross	295	434	315	63.7%	85.1%	80.6%
Renfrewshire	162	391	422	98.8%	100.0%	99.3%
Scottish Borders	346	479	477	79.7%	91.2%	89.7%
Shetland Islands	43	20	25	23.9%	19.0%	11.6%
South Ayrshire	422	467	350	98.6%	99.2%	77.3%
South Lanarkshire	860	968	890	95.3%	96.2%	94.8%
Stirling	325	435	525	83.8%	90.1%	96.7%
West Dunbartonshire	305	296	312	87.4%	94.9%	97.8%
West Lothian	408	521	464	77.4%	84.6%	99.1%
Scotland	14,319	15,293	14,976	74.5%	75.8%	81.6%

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Protective Services	Indicator 2					
	Total number of noise complaints			Number of noise complaints settled at first contact with complainant		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	667	553	2,273	97	90	934
Aberdeenshire	321	395	432	16	27	27
Angus	176	120	102	85	35	25
Argyll & Bute	88	71	166	50	41	91
Clackmannanshire	47	48	39	13	14	5
Dumfries & Galloway	124	115	108	44	30	25
Dundee City	462	504	511	94	77	65
East Ayrshire	90	99	386	9	31	181
East Dunbartonshire	120	133	112	10	6	9
East Lothian	159	113	337	40	23	229
East Renfrewshire	67	44	94	13	6	5
Edinburgh, City of	1,825	2,451	11,512	243	576	3,889
Eilean Siar	16	16	9	6	8	5
Falkirk	357	358	397	61	66	60
Fife	548	776	860	159	206	132
Glasgow City	1,586	2,259	5,294	378	572	4,251
Highland	158	136	125	50	19	5
Inverclyde	132	145	127	16	41	18
Midlothian	79	40	63	4	3	6
Moray	74	63	68	60	40	45
North Ayrshire	290	353	550	53	71	125
North Lanarkshire	507	399	934	25	94	545
Orkney Islands	27	25	25	5	9	13
Perth & Kinross	340	250	317	114	93	117
Renfrewshire	476	390	355	54	35	54
Scottish Borders	117	124	170	86	4	30
Shetland Islands	14	71	221	6	24	193
South Ayrshire	256	234	311	26	37	80
South Lanarkshire	642	633	1,355	344	327	615
Stirling	96	70	79	20	23	36
West Dunbartonshire	165	107	519	56	22	106
West Lothian	297	442	587	204	317	385
Scotland	10,323	11,537	28,217	2,441	2,967	12,113

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Protective Services	Indicator 2					
	Number of noise complaints settled on day of receipt			Percentage of noise complaints settled on day of receipt		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	61	54	892	62.9%	60.0%	95.5%
Aberdeenshire	16	22	24	100.0%	81.5%	88.9%
Angus	68	32	17	80.0%	91.4%	68.0%
Argyll & Bute	38	33	56	76.0%	80.5%	61.5%
Clackmannanshire	12	12	5	92.3%	85.7%	100.0%
Dumfries & Galloway	31	23	17	70.5%	76.7%	68.0%
Dundee City	85	63	54	90.4%	81.8%	83.1%
East Ayrshire	5	26	154	55.6%	83.9%	85.1%
East Dunbartonshire	10	5	9	100.0%	83.3%	100.0%
East Lothian	40	23	229	100.0%	100.0%	100.0%
East Renfrewshire	13	6	5	100.0%	100.0%	100.0%
Edinburgh, City of	183	422	2,988	75.3%	73.3%	76.8%
Eilean Siar	6	8	4	100.0%	100.0%	80.0%
Falkirk	28	27	28	45.9%	40.9%	46.7%
Fife	98	149	92	61.6%	72.3%	69.7%
Glasgow City	263	445	3,867	69.6%	77.8%	91.0%
Highland	46	19	5	92.0%	100.0%	100.0%
Inverclyde	10	22	13	62.5%	53.7%	72.2%
Midlothian	4	3	5	100.0%	100.0%	83.3%
Moray	54	36	40	90.0%	90.0%	88.9%
North Ayrshire	47	71	125	88.7%	100.0%	100.0%
North Lanarkshire	40	62	478	62.5%	66.0%	87.7%
Orkney Islands	5	4	13	100.0%	44.4%	100.0%
Perth & Kinross	82	57	77	71.9%	61.3%	65.8%
Renfrewshire	49	29	54	90.7%	82.9%	100.0%
Scottish Borders	76	4	30	88.4%	100.0%	100.0%
Shetland Islands	2	21	109	33.3%	87.5%	56.5%
South Ayrshire	6	9	42	23.1%	24.3%	52.5%
South Lanarkshire	235	123	495	68.3%	37.6%	80.5%
Stirling	20	19	31	100.0%	82.6%	86.1%
West Dunbartonshire	27	13	74	48.2%	59.1%	69.8%
West Lothian	122	166	226	59.8%	52.4%	58.7%
Scotland	1,782	2,008	10,149	73.0%	67.7%	83.8%

Protective services

Protective Services	Indicator 2					
	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	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	570	463	1,339	272	230	1,199
Aberdeenshire	305	368	405	302	355	398
Angus	91	85	77	33	46	48
Argyll & Bute	38	30	75	19	24	46
Clackmannanshire	34	34	34	10	19	19
Dumfries & Galloway	80	85	83	47	45	41
Dundee City	368	427	446	265	290	326
East Ayrshire	81	68	205	26	31	168
East Dunbartonshire	110	127	103	75	79	67
East Lothian	119	90	108	54	48	75
East Renfrewshire	54	38	89	42	35	76
Edinburgh, City of	1,582	1,875	7,623	1,399	1,731	7,233
Eilean Siar	10	8	4	8	1	3
Falkirk	296	292	337	144	115	84
Fife	515	570	728	270	395	595
Glasgow City	1,208	1,687	1,043	859	1,102	843
Highland	116	117	120	78	72	97
Inverclyde	116	104	109	63	63	96
Midlothian	75	37	57	66	34	39
Moray	14	23	23	13	22	21
North Ayrshire	237	282	425	120	239	405
North Lanarkshire	467	305	389	105	157	295
Orkney Islands	22	16	12	16	4	11
Perth & Kinross	226	157	200	65	40	59
Renfrewshire	422	355	301	343	317	274
Scottish Borders	31	120	140	4	85	98
Shetland Islands	8	47	Not Reported	5	34	Not Reported
South Ayrshire	230	197	231	163	53	163
South Lanarkshire	298	306	740	173	189	260
Stirling	76	47	43	43	30	38
West Dunbartonshire	109	85	413	41	48	370
West Lothian	93	125	202	75	111	175
Scotland	8,001	8,570	16,104	5,198	6,044	13,622

Protective services

Protective Services	Indicator 2			Indicator 3		
	Percentage of complaints requiring further action that were completed within 14 days			Number of consumer complaints received		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	47.7%	49.7%	89.5%	2,885	2,452	2,266
Aberdeenshire	99.0%	96.5%	98.3%	1,656	1,733	1,558
Angus	36.3%	54.1%	62.3%	868	1,104	811
Argyll & Bute	50.0%	80.0%	61.3%	1,185	659	519
Clackmannanshire	29.4%	55.9%	55.9%	570	525	423
Dumfries & Galloway	58.8%	52.9%	49.4%	2,391	2,242	2,417
Dundee City	72.0%	67.9%	73.1%	3,006	1,811	1,264
East Ayrshire	32.1%	45.6%	82.0%	1,187	1,183	1,112
East Dunbartonshire	68.2%	62.2%	65.0%	1,215	906	983
East Lothian	45.4%	53.3%	69.4%	688	334	271
East Renfrewshire	77.8%	92.1%	85.4%	527	469	609
Edinburgh, City of	88.4%	92.3%	94.9%	6,250	3,368	2,704
Eilean Siar	80.0%	12.5%	75.0%	251	156	127
Falkirk	48.6%	39.4%	24.9%	1,231	1,360	1,718
Fife	52.4%	69.3%	81.7%	5,216	2,680	2,096
Glasgow City	71.1%	65.3%	80.8%	11,121	8,027	6,371
Highland	67.2%	61.5%	80.8%	3,792	1,980	1,487
Inverclyde	54.3%	60.6%	88.1%	1,347	837	254
Midlothian	88.0%	91.9%	68.4%	794	685	431
Moray	92.9%	95.7%	91.3%	1,876	1,286	1,190
North Ayrshire	50.6%	84.8%	95.3%	2,084	2,059	1,983
North Lanarkshire	22.5%	51.5%	75.8%	3,520	3,798	2,076
Orkney Islands	72.7%	25.0%	91.7%	340	480	397
Perth & Kinross	28.8%	25.5%	29.5%	1,402	1,254	1,149
Renfrewshire	81.3%	89.3%	91.0%	3,524	2,810	3,837
Scottish Borders	12.9%	70.8%	70.0%	947	677	502
Shetland Islands	62.5%	72.3%	Not Reported	186	241	236
South Ayrshire	70.9%	26.9%	70.6%	3,603	3,832	3,897
South Lanarkshire	58.1%	61.8%	35.1%	4,197	3,418	3,170
Stirling	56.6%	63.8%	88.4%	1,237	1,342	1,464
West Dunbartonshire	37.6%	56.5%	89.6%	1,341	1,388	1,355
West Lothian	80.6%	88.8%	86.6%	3,586	2,165	1,768
Scotland	65.0%	70.5%	84.6%	74,023	57,261	50,445

Protective services

Protective Services	Indicator 3					
	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	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	2,577	2,181	1,923	89.3%	88.9%	84.9%
Aberdeenshire	1,327	1,288	1,173	80.1%	74.3%	75.3%
Angus	699	883	603	80.5%	80.0%	74.4%
Argyll & Bute	1,040	540	387	87.8%	81.9%	74.6%
Clackmannanshire	416	368	284	73.0%	70.1%	67.1%
Dumfries & Galloway	2,002	1,855	1,960	83.7%	82.7%	81.1%
Dundee City	2,940	1,665	1,100	97.8%	91.9%	87.0%
East Ayrshire	690	750	709	58.1%	63.4%	63.8%
East Dunbartonshire	821	569	524	67.6%	62.8%	53.3%
East Lothian	672	321	261	97.7%	96.1%	96.3%
East Renfrewshire	382	335	475	72.5%	71.4%	78.0%
Edinburgh, City of	5,809	2,661	1,897	92.9%	79.0%	70.2%
Eilean Siar	229	130	91	91.2%	83.3%	71.7%
Falkirk	815	958	1,208	66.2%	70.4%	70.3%
Fife	4,775	2,186	1,288	91.5%	81.6%	61.5%
Glasgow City	9,334	5,810	4,321	83.9%	72.4%	67.8%
Highland	3,402	1,505	993	89.7%	76.0%	66.8%
Inverclyde	1,122	676	129	83.3%	80.8%	50.8%
Midlothian	731	574	355	92.1%	83.8%	82.4%
Moray	1,745	1,144	995	93.0%	89.0%	83.6%
North Ayrshire	1,623	1,610	1,426	77.9%	78.2%	71.9%
North Lanarkshire	2,256	2,663	948	64.1%	70.1%	45.7%
Orkney Islands	298	420	309	87.6%	87.5%	77.8%
Perth & Kinross	1,356	1,202	1,103	96.7%	95.9%	96.0%
Renfrewshire	2,992	2,389	3,272	84.9%	85.0%	85.3%
Scottish Borders	671	408	248	70.9%	60.3%	49.4%
Shetland Islands	163	215	209	87.6%	89.2%	88.6%
South Ayrshire	2,952	3,269	3,193	81.9%	85.3%	81.9%
South Lanarkshire	2,742	2,064	2,130	65.3%	60.4%	67.2%
Stirling	915	1,027	1,187	74.0%	76.5%	81.1%
West Dunbartonshire	1,041	1,011	930	77.6%	72.8%	68.6%
West Lothian	3,186	1,645	980	88.8%	76.0%	55.4%
Scotland	61,723	44,322	36,611	83.4%	77.4%	72.6%

Protective services

Protective Services	Indicator 3					
	Number of business advice requests received			Number of business advice requests dealt with within 14 days of receipt		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	304	235	196	287	219	181
Aberdeenshire	279	274	176	259	251	168
Angus	227	184	151	201	162	130
Argyll & Bute	269	142	94	268	137	86
Clackmannanshire	16	8	24	15	8	23
Dumfries & Galloway	613	387	420	597	369	391
Dundee City	291	262	208	289	259	208
East Ayrshire	146	137	172	145	134	171
East Dunbartonshire	60	50	52	60	41	48
East Lothian	101	46	41	100	46	38
East Renfrewshire	31	30	48	30	30	45
Edinburgh, City of	531	281	528	487	233	485
Eilean Siar	12	14	16	11	13	16
Falkirk	40	57	78	38	55	76
Fife	228	175	262	220	171	249
Glasgow City	802	700	890	743	635	813
Highland	323	228	661	315	219	643
Inverclyde	133	88	34	126	75	32
Midlothian	120	105	102	117	100	101
Moray	330	240	265	322	232	259
North Ayrshire	130	106	75	129	106	74
North Lanarkshire	195	57	161	179	52	157
Orkney Islands	196	201	163	194	196	162
Perth & Kinross	283	205	199	277	205	196
Renfrewshire	299	215	197	298	215	197
Scottish Borders	207	180	291	201	176	280
Shetland Islands	64	57	34	56	53	31
South Ayrshire	478	339	294	478	335	292
South Lanarkshire	388	294	299	379	272	290
Stirling	245	163	171	221	151	162
West Dunbartonshire	53	45	39	50	39	37
West Lothian	162	201	244	154	196	223
Scotland	7,556	5,706	6,585	7,246	5,385	6,264

Protective services

Protective Services	Indicator 3			Indicator 4	
	Percentage of business advice requests dealt with within 14 days of receipt			Number of premises liable to inspection in the high risk inspection category	
	2003/2004	2004/2005	2005/2006	2004/2005	2005/2006
Aberdeen City	94.4%	93.2%	92.3%	145	56
Aberdeenshire	92.8%	91.6%	95.5%	229	127
Angus	88.5%	88.0%	86.1%	150	105
Argyll & Bute	99.6%	96.5%	91.5%	186	190
Clackmannanshire	93.8%	100.0%	95.8%	3	3
Dumfries & Galloway	97.4%	95.3%	93.1%	104	106
Dundee City	99.3%	98.9%	100.0%	20	23
East Ayrshire	99.3%	97.8%	99.4%	52	52
East Dunbartonshire	100.0%	82.0%	92.3%	36	31
East Lothian	99.0%	100.0%	92.7%	Not Reported	Not Reported
East Renfrewshire	96.8%	100.0%	93.8%	23	23
Edinburgh, City of	91.7%	82.9%	91.9%	33	37
Eilean Siar	91.7%	92.9%	100.0%	20	20
Falkirk	95.0%	96.5%	97.4%	89	32
Fife	96.5%	97.7%	95.0%	23	22
Glasgow City	92.6%	90.7%	91.3%	213	209
Highland	97.5%	96.1%	97.3%	224	208
Inverclyde	94.7%	85.2%	94.1%	11	5
Midlothian	97.5%	95.2%	99.0%	37	39
Moray	97.6%	96.7%	97.7%	73	87
North Ayrshire	99.2%	100.0%	98.7%	40	36
North Lanarkshire	91.8%	91.2%	97.5%	53	106
Orkney Islands	99.0%	97.5%	99.4%	18	4
Perth & Kinross	97.9%	100.0%	98.5%	80	74
Renfrewshire	99.7%	100.0%	100.0%	35	11
Scottish Borders	97.1%	97.8%	96.2%	59	34
Shetland Islands	87.5%	93.0%	91.2%	59	35
South Ayrshire	100.0%	98.8%	99.3%	41	43
South Lanarkshire	97.7%	92.5%	97.0%	122	139
Stirling	90.2%	92.6%	94.7%	9	9
West Dunbartonshire	94.3%	86.7%	94.9%	27	39
West Lothian	95.1%	97.5%	91.4%	22	24
Scotland	95.9%	94.4%	95.1%	2,236	1,929

Protective services

Protective Services	Indicator 4			
	Target number of visits to premises in the high risk inspection category		Number of visits to premises in the high risk inspection category achieved	
	2004/2005	2005/2006	2004/2005	2005/2006
Aberdeen City	145	56	61	33
Aberdeenshire	229	127	166	100
Angus	130	105	102	93
Argyll & Bute	186	183	180	101
Clackmannanshire	3	3	2	3
Dumfries & Galloway	104	106	80	58
Dundee City	20	22	18	21
East Ayrshire	52	52	47	52
East Dunbartonshire	36	31	34	27
East Lothian	Not Reported	Not Reported	Not Reported	Not Reported
East Renfrewshire	23	23	23	23
Edinburgh, City of	33	37	33	37
Eilean Siar	20	20	20	20
Falkirk	89	32	54	28
Fife	21	22	21	17
Glasgow City	213	209	195	198
Highland	224	208	62	165
Inverclyde	11	5	9	4
Midlothian	37	36	36	35
Moray	73	58	53	53
North Ayrshire	40	36	39	36
North Lanarkshire	53	106	46	106
Orkney Islands	18	4	1	3
Perth & Kinross	80	74	80	74
Renfrewshire	35	11	35	11
Scottish Borders	59	34	59	34
Shetland Islands	59	35	51	32
South Ayrshire	41	43	41	42
South Lanarkshire	122	139	121	139
Stirling	9	9	6	9
West Dunbartonshire	27	37	27	36
West Lothian	22	24	22	23
Scotland	2,214	1,887	1,724	1,613

Protective services

Protective Services	Indicator 4			
	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	
	2004/2005	2005/2006	2004/2005	2005/2006
Aberdeen City	42.1%	58.9%	1,451	1,136
Aberdeenshire	72.5%	78.7%	1,777	1,369
Angus	78.5%	88.6%	879	869
Argyll & Bute	96.8%	55.2%	1,142	1,241
Clackmannanshire	66.7%	100.0%	258	228
Dumfries & Galloway	76.9%	54.7%	2,383	2,338
Dundee City	90.0%	95.5%	748	734
East Ayrshire	90.4%	100.0%	1,040	998
East Dunbartonshire	94.4%	87.1	606	529
East Lothian	Not Reported	Not Reported	Not Reported	Not Reported
East Renfrewshire	100.0%	100.0%	244	247
Edinburgh, City of	100.0%	100.0%	2,462	2,457
Eilean Siar	100.0%	100.0%	250	230
Falkirk	60.7%	87.5%	363	426
Fife	100.0%	77.3%	1,659	1,664
Glasgow City	91.5%	94.7%	1,999	2,052
Highland	27.7%	79.3%	2,516	2,646
Inverclyde	81.8%	80.0%	552	552
Midlothian	97.3%	97.2%	358	356
Moray	72.6%	91.4%	845	936
North Ayrshire	97.5%	100.0%	782	841
North Lanarkshire	86.8%	100.0%	648	892
Orkney Islands	5.6%	75.0%	286	176
Perth & Kinross	100.0%	100.0%	1,269	1,326
Renfrewshire	100.0%	100.0%	1,485	1,085
Scottish Borders	100.0%	100.0%	1,611	1,505
Shetland Islands	86.4%	91.4%	411	422
South Ayrshire	100.0%	97.7%	3,238	3,227
South Lanarkshire	99.2%	100.0%	2,200	2,037
Stirling	66.7%	100.0%	752	760
West Dunbartonshire	100.0%	97.3%	740	634
West Lothian	100.0%	95.8%	414	559
Scotland	77.9%	85.5%	35,368	34,472

Protective services

Protective Services	Indicator 4			
	Target number of visits to premises in the medium risk inspection category		Number of target visits to premises in the medium risk inspection category achieved	
	2004/2005	2005/2006	2004/2005	2005/2006
Aberdeen City	822	849	263	226
Aberdeenshire	683	944	355	449
Angus	393	398	220	236
Argyll & Bute	605	571	560	329
Clackmannanshire	129	107	72	50
Dumfries & Galloway	1,199	1,169	964	704
Dundee City	374	293	322	265
East Ayrshire	516	452	497	436
East Dunbartonshire	300	241	250	202
East Lothian	Not Reported	Not Reported	Not Reported	Not Reported
East Renfrewshire	No Service	No Service	No Service	No Service
Edinburgh, City of	1,231	1,049	924	956
Eilean Siar	125	102	104	86
Falkirk	131	219	86	178
Fife	828	753	672	576
Glasgow City	999	1,020	953	987
Highland	1,340	1,323	1,054	833
Inverclyde	260	232	230	142
Midlothian	179	169	173	165
Moray	390	401	319	378
North Ayrshire	397	456	391	453
North Lanarkshire	241	523	180	521
Orkney Islands	143	88	11	35
Perth & Kinross	453	470	332	361
Renfrewshire	740	548	740	548
Scottish Borders	756	983	509	654
Shetland Islands	202	195	39	80
South Ayrshire	No Service	No Service	No Service	No Service
South Lanarkshire	1,101	534	1,065	534
Stirling	376	356	284	320
West Dunbartonshire	197	334	189	282
West Lothian	205	221	201	217
Scotland	15,315	15,000	11,959	11,203

Protective services

Protective Services	Indicator 4			
	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	
	2004/2005	2005/2006	2004/2005	2005/2006
Aberdeen City	32.0%	26.6%	1,054	2,383
Aberdeenshire	52.0%	47.6%	1,448	1,446
Angus	56.0%	59.3%	1,080	1,064
Argyll & Bute	92.6%	57.6%	872	898
Clackmannanshire	55.8%	46.7%	266	332
Dumfries & Galloway	80.4%	60.2%	1,311	1,330
Dundee City	86.1%	90.4%	2,001	1,803
East Ayrshire	96.3%	96.5%	1,562	1,518
East Dunbartonshire	83.3%	83.8	582	No Service
East Lothian	Not Reported	Not Reported	Not Reported	Not Reported
East Renfrewshire	No Service	No Service	630	643
Edinburgh, City of	75.1%	91.1	8,312	8,312
Eilean Siar	83.2%	84.3%	160	160
Falkirk	65.6%	81.3%	565	794
Fife	81.2%	76.5%	3,215	3,038
Glasgow City	95.4%	96.8%	8,223	8,395
Highland	78.7%	63.0%	4,487	3,938
Inverclyde	88.5%	61.2	580	580
Midlothian	96.6%	97.6%	142	215
Moray	81.8%	94.3%	641	780
North Ayrshire	98.5%	99.3%	1,548	1,524
North Lanarkshire	74.7%	99.6%	484	710
Orkney Islands	7.7%	39.8%	288	280
Perth & Kinross	73.3%	76.8%	1,356	1,413
Renfrewshire	100.0%	100.0%	1,399	1,262
Scottish Borders	67.3%	66.5%	3,153	3,147
Shetland Islands	19.3%	41.0%	1,038	1,055
South Ayrshire	No Service	No Service	994	1,037
South Lanarkshire	96.7%	100.0%	2,513	1,598
Stirling	75.5%	89.9%	915	839
West Dunbartonshire	95.9%	84.4%	1,040	882
West Lothian	98.0%	98.2%	1,315	1,369
Scotland	78.1%	74.7%	53,174	52,745

Protective services

Protective Services	Indicator 4			
	Target number of visits to premises in the low risk inspection category		Number of target visits to premises in the low risk inspection category achieved	
	2004/2005	2005/2006	2004/2005	2005/2006
Aberdeen City	342	525	97	100
Aberdeenshire	550	263	339	122
Angus	211	207	109	16
Argyll & Bute	158	167	155	89
Clackmannanshire	54	60	35	26
Dumfries & Galloway	281	266	222	176
Dundee City	566	169	446	139
East Ayrshire	310	243	297	235
East Dunbartonshire	0	No Service	0	No Service
East Lothian	Not Reported	Not Reported	Not Reported	Not Reported
East Renfrewshire	No Service	No Service	No Service	No Service
Edinburgh, City of	0	0	0	0
Eilean Siar	32	32	29	26
Falkirk	107	134	95	120
Fife	643	55	532	0
Glasgow City	1,639	1,679	1,521	1,142
Highland	958	798	842	156
Inverclyde	238	No Service	213	No Service
Midlothian	29	42	29	40
Moray	112	100	101	93
North Ayrshire	317	316	310	316
North Lanarkshire	209	380	145	378
Orkney Islands	72	56	6	30
Perth & Kinross	182	241	120	178
Renfrewshire	278	253	278	253
Scottish Borders	653	320	512	228
Shetland Islands	205	209	3	1
South Ayrshire	No Service	No Service	No Service	No Service
South Lanarkshire	737	136	710	136
Stirling	183	188	150	169
West Dunbartonshire	128	194	115	95
West Lothian	153	199	151	199
Scotland	9,347	7,232	7,562	4,463

Protective services

Protective Services	Indicator 4	
	Percentage of target visits to premises in the low risk inspection category achieved	
	2004/2005	2005/2006
Aberdeen City	28.4%	19.0%
Aberdeenshire	61.6%	46.4%
Angus	51.7%	7.7%
Argyll & Bute	98.1%	53.3%
Clackmannanshire	64.8%	43.3%
Dumfries & Galloway	79.0%	66.2%
Dundee City	78.8%	82.2%
East Ayrshire	95.8%	96.7%
East Dunbartonshire	0.0%	No Service
East Lothian	Not Reported	Not Reported
East Renfrewshire	No Service	No Service
Edinburgh, City of	No Inspection Required	No Inspection Required
Eilean Siar	90.6%	81.3%
Falkirk	88.8%	89.6%
Fife	82.7%	0.0%
Glasgow City	92.8%	68.0%
Highland	87.9%	19.5%
Inverclyde	89.5%	No Service
Midlothian	100.0%	95.2%
Moray	90.2%	93.0%
North Ayrshire	97.8%	100.0%
North Lanarkshire	69.4%	99.5%
Orkney Islands	8.3%	53.6%
Perth & Kinross	65.9%	73.9%
Renfrewshire	100.0%	100.0%
Scottish Borders	78.4%	71.3%
Shetland Islands	1.5%	0.5%
South Ayrshire	No Service	No Service
South Lanarkshire	96.3%	100.0%
Stirling	82.0%	89.9%
West Dunbartonshire	89.8%	49.0%
West Lothian	98.7%	100.0%
Scotland	80.9%	61.7%