

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.

Noise Complaints

N

PS 2: Domestic noise complaints

- a) **The number of complaints of domestic noise received during the year:**
 - i) **settled without the need for attendance on site**
 - ii) **requiring attendance on site**
 - iii) **dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.**

- b) **For those in a)ii and a)iii above, the average time (hours) between the time of the complaint and attendance on site.**

What the indicator reports

'Domestic noise' means noise to which Part V of the Antisocial Behaviour etc (Scotland) Act, 2004 (ASBA) applies or would have applied, had the Council resolved to apply that provision. However, such noise may be dealt with using other, pre-existing legislation.

A 'complaint' is an expression of concern to the council about domestic noise in the expectation that the Council will address the matter. Such complaints may be received in a range of different departments or offices.

Interpretation

Each council is responsible for maintaining the level of noise complaints service it considers appropriate for its area. Councils are now beginning to adopt and implement the provisions of the ASBA as an additional means of handling domestic noise incidents. Consequently, the extent to which councils provide services outwith office hours is likely to develop as the provisions of the ASBA are implemented. In some cases the service is available up to 24 hours, 7 days per week, while in others it may only be available during office hours Monday to Friday.

It is important that councils respond effectively to noise complaints using the range of legislation available to them. However, the choice of legislation under which any action might be taken is a matter for the service and will, in part be determined by whether or not the council has decided to make use of the provisions of the ASBA.

Some councils have close partnership arrangements in place with other organisations such as police forces and housing agencies to provide an integrated service. Consequently, the number of complaints to the council and the number to which it responds may be relatively low.

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C PS 3: Non-domestic noise complaints

- a) **The number of complaints of non-domestic noise received during the year**
 - i) **settled without the need for formal action**
 - ii) **requiring formal action.**

- b) **For those in a)ii above, the average time (calendar days) to institute formal action.**

What the indicator reports

The indicator shows variation in both the extent to which councils make use of formal action and the average time taken to institute any such action when it is considered appropriate to do so by the council.

A 'complaint' is an expression of concern to the council about non-domestic noise in the expectation that the Council will address the matter. 'Non-domestic noise' means noise to which Part V of Antisocial Behaviour (Scotland) Act 2004 does not, or could not, apply.

The average time to institute formal action means the time between receipt of the complaint and:

- the date of issue of **an abatement notice (EPA - S80)**
- the date of issue of **a S60 Notice (COPA - S60)**
- the date of calling in Court of an **application for interim interdict (EPA - S81(5))**
- the date of submission of **a report to the procurator fiscal regarding an alleged offence under any legislation**
- the date of **an adverse report to a Licensing Board or any other Council Board or Committee.**

'formal action' means one of the actions in bold above.

Interpretation

Each council is responsible for maintaining the level of service it considers appropriate for its area. The noise complaints services offered by councils in Scotland vary widely. In some cases the service is available up to 24 hours, 7 days per week, while in others it may only be available during office hours Monday to Friday.

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/

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.

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'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.

S 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)			

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) in relation to the two higher priority risk categories
- the extent to which the council actually carried out the inspections it planned to premises in the two higher priority risk categories.

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
- 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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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.

Indicator Number	1			2			3			4			5		
	Food safety - hygiene inspections			Domestic Noise complaints			Non domestic Noise complaints			Trading standards enquiries, complaints, advice			Inspection of trading premises		
	04/05	05/06	06/07	04/05	05/06	06/07	04/05	05/06	06/07	04/05	05/06	06/07	04/05	05/06	06/07
Aberdeen City															
Aberdeenshire															
Angus						fttr (2bi)									
Argyll & Bute															
Clackmannanshire															
Dumfries & Galloway															
Dundee City															
East Ayrshire															
East Dunbartonshire															
East Lothian													fttr	fttr	X
East Renfrewshire						fttr (b)									
Edinburgh, City of															
Eilean Siar		X													
Falkirk															
Fife															
Glasgow City															
Highland															
Inverclyde															
Midlothian															
Moray						fttr (bi)									
North Ayrshire															
North Lanarkshire															
Orkney Islands															
Perth & Kinross															
Renfrewshire												X (a)			
Scottish Borders															
Shetland Islands			X												
South Ayrshire															
South Lanarkshire															
Stirling															
West Dunbartonshire															
West Lothian						fttr (bi)									

Protective services

Protective Services	Indicator 1			
	Number of approved premises requiring inspection in the year		Total number of approved premises inspections	
	2005/2006	2006/2007	2005/2006	2006/2007
Aberdeen City	75	63	87	74
Aberdeenshire	159	122	147	122
Angus	14	12	34	28
Argyll & Bute	53	32	74	32
Clackmannanshire	1	1	1	1
Dumfries & Galloway	27	27	56	57
Dundee City	6	4	18	12
East Ayrshire	14	8	19	18
East Dunbartonshire	3	3	6	6
East Lothian	9	6	22	14
East Renfrewshire	1	1	1	1
Edinburgh, City of	12	14	31	32
Eilean Siar	0	20	0	41
Falkirk	6	5	6	5
Fife	70	23	123	49
Glasgow City	23	11	46	31
Highland	84	134	141	134
Inverclyde	5	4	7	6
Midlothian	9	10	16	16
Moray	21	23	21	19
North Ayrshire	74	10	88	20
North Lanarkshire	31	15	31	15
Orkney Islands	13	13	28	12
Perth & Kinross	9	8	9	22
Renfrewshire	21	11	23	11
Scottish Borders	20	29	33	29
Shetland Islands	17	25	17	21
South Ayrshire	13	8	37	20
South Lanarkshire	170	102	196	102
Stirling	6	2	13	2
West Dunbartonshire	13	8	22	12
West Lothian	25	19	28	20
Scotland	1,004	748	1,381	963

Protective services

Protective Services	Indicator 1			
	Number of approved premises inspections undertaken within time		Percentage of approved premises inspections actually inspected within time	
	2005/2006	2006/2007	2005/2006	2006/2007
Aberdeen City	71	48	81.6%	64.9%
Aberdeenshire	123	108	83.7%	88.5%
Angus	28	26	82.4%	92.9%
Argyll & Bute	58	28	78.4%	87.5%
Clackmannanshire	0	0	0.0%	0.0%
Dumfries & Galloway	33	54	58.9%	94.7%
Dundee City	18	12	100.0%	100.0%
East Ayrshire	17	17	89.5%	94.4%
East Dunbartonshire	6	6	100.0%	100.0%
East Lothian	13	14	59.1%	100.0%
East Renfrewshire	1	1	100.0%	100.0%
Edinburgh, City of	31	32	100.0%	100.0%
Eilean Siar	0	41	0.0%	100.0%
Falkirk	6	5	100.0%	100.0%
Fife	116	49	94.3%	100.0%
Glasgow City	46	31	100.0%	100.0%
Highland	141	109	100.0%	81.3%
Inverclyde	7	6	100.0%	100.0%
Midlothian	16	9	100.0%	56.3%
Moray	15	17	71.4%	89.5%
North Ayrshire	88	20	100.0%	100.0%
North Lanarkshire	31	15	100.0%	100.0%
Orkney Islands	27	0	96.4%	0.0%
Perth & Kinross	9	21	100.0%	95.5%
Renfrewshire	15	11	65.2%	100.0%
Scottish Borders	31	23	93.9%	79.3%
Shetland Islands	5	5	29.4%	23.8%
South Ayrshire	31	19	83.8%	95.0%
South Lanarkshire	188	99	95.9%	97.1%
Stirling	13	2	100.0%	100.0%
West Dunbartonshire	22	12	100.0%	100.0%
West Lothian	27	20	96.4%	100.0%
Scotland	1,233	855	89.3%	88.8%

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		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	19	15	21	38	30	42
Aberdeenshire	76	83	94	152	166	188
Angus	24	15	16	48	30	32
Argyll & Bute	16	2	1	32	4	2
Clackmannanshire	8	2	4	16	4	8
Dumfries & Galloway	16	8	10	32	16	20
Dundee City	21	15	17	42	30	34
East Ayrshire	27	21	21	54	42	42
East Dunbartonshire	34	35	25	68	70	50
East Lothian	31	10	6	62	20	12
East Renfrewshire	7	No Service	13	14	No Service	13
Edinburgh, City of	13	12	4	26	24	8
Eilean Siar	6	5	1	12	10	2
Falkirk	12	2	2	23	4	4
Fife	6	1	No Service	12	2	No Service
Glasgow City	116	58	23	232	116	46
Highland	24	14	7	48	28	14
Inverclyde	2	1	1	4	2	2
Midlothian	13	14	7	26	28	14
Moray	45	46	13	90	92	26
North Ayrshire	43	26	26	86	52	52
North Lanarkshire	30	11	38	60	22	76
Orkney Islands	0	0	No Service	0	0	No Service
Perth & Kinross	44	51	33	88	102	66
Renfrewshire	114	38	20	228	76	40
Scottish Borders	55	66	50	110	112	98
Shetland Islands	3	0	1	6	0	2
South Ayrshire	21	7	13	42	14	26
South Lanarkshire	38	22	18	76	44	36
Stirling	17	5	11	34	10	22
West Dunbartonshire	14	9	4	28	18	8
West Lothian	13	7	0	26	14	0
Scotland	908	596	499	1,815	1,172	983

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		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	35	30	42	92.1%	100.0%	100.0%
Aberdeenshire	150	163	186	98.7%	98.2%	98.9%
Angus	48	30	32	100.0%	100.0%	100.0%
Argyll & Bute	32	4	2	100.0%	100.0%	100.0%
Clackmannanshire	12	2	3	75.0%	50.0%	37.5%
Dumfries & Galloway	25	14	18	78.1%	87.5%	90.0%
Dundee City	42	28	34	100.0%	93.3%	100.0%
East Ayrshire	54	41	42	100.0%	97.6%	100.0%
East Dunbartonshire	66	70	50	97.1%	100.0%	100.0%
East Lothian	62	19	12	100.0%	95.0%	100.0%
East Renfrewshire	14	No Service	13	100.0%	No Service	100.0%
Edinburgh, City of	26	24	8	100.0%	100.0%	100.0%
Eilean Siar	12	10	2	100.0%	100.0%	100.0%
Falkirk	21	4	4	91.3%	100.0%	100.0%
Fife	12	2	No Service	100.0%	100.0%	No Service
Glasgow City	220	88	46	94.8%	75.9%	100.0%
Highland	46	28	11	95.8%	100.0%	78.6%
Inverclyde	4	2	2	100.0%	100.0%	100.0%
Midlothian	25	26	13	96.2%	92.9%	92.9%
Moray	64	65	20	71.1%	70.7%	76.9%
North Ayrshire	85	52	52	98.8%	100.0%	100.0%
North Lanarkshire	59	22	76	98.3%	100.0%	100.0%
Orkney Islands	0	0	No Service	0.0%	0.0%	No Service
Perth & Kinross	79	101	66	89.8%	99.0%	100.0%
Renfrewshire	227	76	40	99.6%	100.0%	100.0%
Scottish Borders	106	105	95	96.4%	93.8%	96.9%
Shetland Islands	0	0	2	0.0%	0.0%	100.0%
South Ayrshire	42	14	26	100.0%	100.0%	100.0%
South Lanarkshire	76	44	36	100.0%	100.0%	100.0%
Stirling	34	10	22	100.0%	100.0%	100.0%
West Dunbartonshire	28	16	8	100.0%	88.9%	100.0%
West Lothian	26	14	0	100.0%	100.0%	0.0%
Scotland	1,732	1,094	961	95.4%	93.3%	97.8%

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		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	195	187	243	192	186	241
Aberdeenshire	404	330	359	389	324	355
Angus	140	143	157	138	140	156
Argyll & Bute	181	157	130	174	137	129
Clackmannanshire	45	43	39	34	37	32
Dumfries & Galloway	199	199	194	160	185	187
Dundee City	200	191	195	200	189	195
East Ayrshire	87	88	55	84	88	55
East Dunbartonshire	139	131	126	130	128	125
East Lothian	177	201	172	169	180	157
East Renfrewshire	126	111	95	126	111	95
Edinburgh, City of	632	335	386	631	335	384
Eilean Siar	31	34	20	30	34	18
Falkirk	111	139	131	108	134	130
Fife	149	175	186	143	152	177
Glasgow City	1,131	1,110	995	1,067	1,043	983
Highland	266	316	286	266	311	281
Inverclyde	112	106	86	99	105	85
Midlothian	78	62	69	73	60	60
Moray	174	146	141	131	106	118
North Ayrshire	452	429	386	448	420	379
North Lanarkshire	316	340	445	307	340	445
Orkney Islands	20	20	13	12	18	10
Perth & Kinross	172	215	229	160	213	229
Renfrewshire	399	310	179	399	310	179
Scottish Borders	238	223	257	220	215	244
Shetland Islands	19	19	18	5	12	12
South Ayrshire	136	128	87	136	123	85
South Lanarkshire	445	397	339	437	395	339
Stirling	208	198	153	204	194	152
West Dunbartonshire	125	107	104	125	102	104
West Lothian	133	131	145	130	131	145
Scotland	7,240	6,687	6,402	6,927	6,424	6,274

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		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	98.5%	99.5%	99.2%	665	831	889
Aberdeenshire	96.3%	98.2%	98.9%	893	1,022	906
Angus	98.6%	97.9%	99.4%	285	276	411
Argyll & Bute	96.1%	87.3%	99.2%	543	426	347
Clackmannanshire	75.6%	86.0%	82.1%	200	206	227
Dumfries & Galloway	80.4%	93.0%	96.4%	810	944	672
Dundee City	100.0%	99.0%	100.0%	513	561	576
East Ayrshire	96.6%	100.0%	100.0%	505	458	379
East Dunbartonshire	93.5%	97.7%	99.2%	159	211	212
East Lothian	95.5%	89.6%	91.3%	337	308	351
East Renfrewshire	100.0%	100	100.0%	147	192	167
Edinburgh, City of	99.8%	100.0%	99.5%	2,885	2,108	1,866
Eilean Siar	96.8%	100.0%	90.0%	201	158	84
Falkirk	97.3%	96.4%	99.2%	324	381	332
Fife	96.0%	86.9%	95.2%	1,392	1,119	1,023
Glasgow City	94.3%	94.0%	98.8%	1,157	1,258	1,247
Highland	100.0%	98.4%	98.3%	2,586	1,573	1,340
Inverclyde	88.4%	99.1%	98.8%	300	292	276
Midlothian	93.6%	96.8%	87.0%	274	263	357
Moray	75.3%	72.6%	83.7%	294	356	361
North Ayrshire	99.1%	97.9%	98.2%	349	315	381
North Lanarkshire	97.2%	100.0%	100.0%	832	873	999
Orkney Islands	60.0%	90.0%	76.9%	116	102	106
Perth & Kinross	93.0%	99.1%	100.0%	510	391	491
Renfrewshire	100.0%	100.0%	100.0%	391	425	414
Scottish Borders	92.4%	96.4%	94.9%	525	532	508
Shetland Islands	26.3%	63.2%	66.7%	105	215	89
South Ayrshire	100.0%	96.1%	97.7%	471	453	391
South Lanarkshire	98.2%	99.5%	100.0%	1,006	939	848
Stirling	98.1%	98.0%	99.3%	483	543	481
West Dunbartonshire	100.0%	95.3%	100.0%	312	319	338
West Lothian	97.7%	100.0%	100.0%	616	468	493
Scotland	95.7%	96.1%	98.0%	20,186	18,360	17,473

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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		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	218	311	191	32.8%	37.4%	21.5%
Aberdeenshire	745	811	648	83.4%	79.4%	71.5%
Angus	280	275	320	98.2%	99.6%	77.9%
Argyll & Bute	484	299	324	89.1%	70.2%	93.4%
Clackmannanshire	157	146	177	78.5%	70.9%	78.0%
Dumfries & Galloway	671	861	651	82.8%	91.2%	96.9%
Dundee City	471	485	516	91.8%	86.5%	89.6%
East Ayrshire	475	457	373	94.1%	99.8%	98.4%
East Dunbartonshire	118	196	202	74.2%	92.9%	95.3%
East Lothian	310	245	291	92.0%	79.5%	82.9%
East Renfrewshire	146	191	167	99.3%	100	100.0%
Edinburgh, City of	1,801	1,868	1,595	62.4%	88.6%	85.5%
Eilean Siar	165	85	49	82.1%	53.8%	58.3%
Falkirk	303	329	314	93.5%	86.4%	94.6%
Fife	1,294	1,062	872	93.0%	94.9%	85.2%
Glasgow City	1,088	1,124	1,184	94.0%	89.3%	94.9%
Highland	791	714	812	30.6%	45.4%	60.6%
Inverclyde	284	280	274	94.7%	95.9%	99.3%
Midlothian	117	150	196	42.7%	57.0%	54.9%
Moray	137	141	164	46.6%	39.6%	45.4%
North Ayrshire	343	308	364	98.3%	97.8%	95.5%
North Lanarkshire	819	873	999	98.4%	100.0%	100.0%
Orkney Islands	65	70	67	56.0%	68.6%	63.2%
Perth & Kinross	434	315	175	85.1%	80.6%	35.6%
Renfrewshire	391	422	414	100.0%	99.3%	100.0%
Scottish Borders	479	477	467	91.2%	89.7%	91.9%
Shetland Islands	20	25	41	19.0%	11.6%	46.1%
South Ayrshire	467	350	379	99.2%	77.3%	96.9%
South Lanarkshire	968	890	834	96.2%	94.8%	98.3%
Stirling	435	525	464	90.1%	96.7%	96.5%
West Dunbartonshire	296	312	338	94.9%	97.8%	100.0%
West Lothian	521	464	481	84.6%	99.1%	97.6%
Scotland	15,293	14,976	14,302	75.8%	81.6%	81.9%

Protective services

Protective Services	Indicator 2			
	Number of domestic noise complaints received that were settled without need for attendance on site	Number of domestic noise complaints received requiring attendance on site	Number of domestic noise complaints received that were dealt with under Part V of ASB Act 2004	Total domestic noise complaints
	2006/2007	2006/2007	2006/2007	2006/2007
Aberdeen City	1,346	148	1,007	2,501
Aberdeenshire	373	202	0	575
Angus	336	63	248	647
Argyll & Bute	274	5	10	289
Clackmannanshire	115	86	94	295
Dumfries & Galloway	93	7	841	941
Dundee City	224	166	2,839	3,229
East Ayrshire	665	17	475	1,157
East Dunbartonshire	57	22	261	340
East Lothian	200	3	198	401
East Renfrewshire	144	282	148	574
Edinburgh, City of	4,574	33	5,364	9,971
Eilean Siar	5	1	0	6
Falkirk	37	40	449	526
Fife	1,444	651	2,317	4,412
Glasgow City	6,672	0	1,858	8,530
Highland	58	38	0	96
Inverclyde	157	19	51	227
Midlothian	29	33	76	138
Moray	55	205	0	260
North Ayrshire	743	13	524	1,280
North Lanarkshire	718	17	207	942
Orkney Islands	15	2	0	17
Perth & Kinross	599	0	721	1,320
Renfrewshire	18	277	277	572
Scottish Borders	130	29	0	159
Shetland Islands	303	5	0	308
South Ayrshire	547	11	260	818
South Lanarkshire	1,114	644	124	1,882
Stirling	135	18	82	235
West Dunbartonshire	162	444	213	819
West Lothian	576	186	841	1,603
Scotland	21,918	3,667	19,485	45,070

Protective services

Protective Services	Indicator 2		Indicator 3	
	Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	Number of non-domestic noise complaints settled without need for formal action	Number of non-domestic noise complaints requiring formal action
	2006/2007	2006/2007	2006/2007	2006/2007
Aberdeen City	60.0	1.0	402	7
Aberdeenshire	34.0	No Service	142	1
Angus	Not Reported	1.2	167	0
Argyll & Bute	8.0	72.0	76	2
Clackmannanshire	9.0	0.3	74	0
Dumfries & Galloway	23.0	1.0	83	1
Dundee City	24.0	0.3	191	0
East Ayrshire	0.7	0.6	80	1
East Dunbartonshire	135.0	1.0	94	0
East Lothian	28.0	0.7	50	4
East Renfrewshire	Not Reported	Not Reported	52	0
Edinburgh, City of	71.0	2.0	1,823	31
Eilean Siar	48.0	No Service	3	0
Falkirk	168.0	157.0	208	2
Fife	42.5	0.8	354	1
Glasgow City	No Service	3.2	1,959	23
Highland	177.0	No Service	82	0
Inverclyde	36.0	0.7	69	4
Midlothian	51.9	0.6	49	0
Moray	Not Reported	No Service	46	0
North Ayrshire	6.0	1.0	157	7
North Lanarkshire	2.3	0.7	219	4
Orkney Islands	23.0	No Service	14	0
Perth & Kinross	No Service	0.4	177	0
Renfrewshire	3.5	3.5	162	8
Scottish Borders	700.0	No Service	54	0
Shetland Islands	120.0	No Service	9	0
South Ayrshire	1.1	1.1	139	3
South Lanarkshire	0.5	0.5	440	5
Stirling	15.0	0.5	61	0
West Dunbartonshire	0.6	0.6	110	2
West Lothian	Not Reported	1.0	230	10
Scotland	68.8	10.5	7,776	116

Protective services

Protective Services	Indicator 3		Indicator 4		
	Total non-domestic noise complaints	Average time (calendar days) to institute formal action where required	Number of consumer complaints received		
	2006/2007	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	409	54.0	2,452	2,266	1,107
Aberdeenshire	143	101.0	1,733	1,558	1,333
Angus	167	0.0	1,104	811	528
Argyll & Bute	78	29.0	659	519	591
Clackmannanshire	74	0.0	525	423	1,790
Dumfries & Galloway	84	121.0	2,242	2,417	1,558
Dundee City	191	0.0	1,811	1,264	1,120
East Ayrshire	81	11.0	1,183	1,112	1,081
East Dunbartonshire	94	0.0	906	983	876
East Lothian	54	76.0	334	271	62
East Renfrewshire	52	0.0	469	609	469
Edinburgh, City of	1,854	19.0	3,368	2,704	2,738
Eilean Siar	3	0.0	156	127	109
Falkirk	210	15.0	1,360	1,718	1,560
Fife	355	138.0	2,680	2,096	1,977
Glasgow City	1,982	6.0	8,027	6,371	2,786
Highland	82	0.0	1,980	1,487	1,352
Inverclyde	73	16.0	837	254	315
Midlothian	49	0.0	685	431	620
Moray	46	0.0	1,286	1,190	1,163
North Ayrshire	164	5.0	2,059	1,983	1,861
North Lanarkshire	223	13.0	3,798	2,076	2,524
Orkney Islands	14	0.0	480	397	377
Perth & Kinross	177	0.0	1,254	1,149	1,235
Renfrewshire	170	68.0	2,810	3,837	2,524
Scottish Borders	54	0.0	677	502	602
Shetland Islands	9	1.0	241	236	237
South Ayrshire	142	9.0	3,832	3,897	4,323
South Lanarkshire	445	111.0	3,418	3,170	3,353
Stirling	61	0.0	1,342	1,464	1,790
West Dunbartonshire	112	12.0	1,388	1,355	709
West Lothian	240	18.0	2,165	1,768	1,589
Scotland	7,892	25.7	57,261	50,445	39,945

Protective services

Protective Services	Indicator 4					
	Number of consumer complaints dealt with within 14 days of receipt			Percentage of consumer complaints dealt with within 14 days of receipt		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	2,181	1,923	904	88.9%	84.9%	81.7%
Aberdeenshire	1,288	1,173	811	74.3%	75.3%	60.8%
Angus	883	603	311	80.0%	74.4%	58.9%
Argyll & Bute	540	387	405	81.9%	74.6%	68.5%
Clackmannanshire	368	284	1,406	70.1%	67.1%	78.5%
Dumfries & Galloway	1,855	1,960	1,244	82.7%	81.1%	79.8%
Dundee City	1,665	1,100	925	91.9%	87.0%	82.6%
East Ayrshire	750	709	696	63.4%	63.8%	64.4%
East Dunbartonshire	569	524	468	62.8%	53.3%	53.4%
East Lothian	321	261	59	96.1%	96.3%	95.2%
East Renfrewshire	335	475	318	71.4%	78.0%	67.8%
Edinburgh, City of	2,661	1,897	2,098	79.0%	70.2%	76.6%
Eilean Siar	130	91	90	83.3%	71.7%	82.6%
Falkirk	958	1,208	1,115	70.4%	70.3%	71.5%
Fife	2,186	1,288	1,362	81.6%	61.5%	68.9%
Glasgow City	5,810	4,321	1,914	72.4%	67.8%	68.7%
Highland	1,505	993	928	76.0%	66.8%	68.6%
Inverclyde	676	129	175	80.8%	50.8%	55.6%
Midlothian	574	355	504	83.8%	82.4%	81.3%
Moray	1,144	995	965	89.0%	83.6%	83.0%
North Ayrshire	1,610	1,426	1,512	78.2%	71.9%	81.2%
North Lanarkshire	2,663	948	1,232	70.1%	45.7%	48.8%
Orkney Islands	420	309	256	87.5%	77.8%	67.9%
Perth & Kinross	1,202	1,103	1,181	95.9%	96.0%	95.6%
Renfrewshire	2,389	3,272	1,979	85.0%	85.3%	78.4%
Scottish Borders	408	248	332	60.3%	49.4%	55.1%
Shetland Islands	215	209	207	89.2%	88.6%	87.3%
South Ayrshire	3,269	3,193	3,716	85.3%	81.9%	86.0%
South Lanarkshire	2,064	2,130	2,364	60.4%	67.2%	70.5%
Stirling	1,027	1,187	1,406	76.5%	81.1%	78.5%
West Dunbartonshire	1,011	930	426	72.8%	68.6%	60.1%
West Lothian	1,645	980	933	76.0%	55.4%	58.7%
Scotland	44,322	36,611	28,857	77.4%	72.6%	72.2%

Protective services

Protective Services	Indicator 4					
	Number of business advice requests received			Number of business advice requests dealt with within 14 days of receipt		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	235	196	178	219	181	166
Aberdeenshire	274	176	202	251	168	186
Angus	184	151	100	162	130	95
Argyll & Bute	142	94	57	137	86	52
Clackmannanshire	8	24	172	8	23	159
Dumfries & Galloway	387	420	469	369	391	449
Dundee City	262	208	177	259	208	171
East Ayrshire	137	172	158	134	171	158
East Dunbartonshire	50	52	44	41	48	38
East Lothian	46	41	308	46	38	290
East Renfrewshire	30	48	95	30	45	94
Edinburgh, City of	281	528	426	233	485	399
Eilean Siar	14	16	17	13	16	17
Falkirk	57	78	129	55	76	85
Fife	175	262	193	171	249	186
Glasgow City	700	890	1,005	635	813	972
Highland	228	661	353	219	643	343
Inverclyde	88	34	34	75	32	32
Midlothian	105	102	99	100	101	99
Moray	240	265	225	232	259	213
North Ayrshire	106	75	83	106	74	82
North Lanarkshire	57	161	166	52	157	165
Orkney Islands	201	163	148	196	162	143
Perth & Kinross	205	199	159	205	196	156
Renfrewshire	215	197	83	215	197	83
Scottish Borders	180	291	255	176	280	254
Shetland Islands	57	34	52	53	31	47
South Ayrshire	339	294	299	335	292	296
South Lanarkshire	294	299	364	272	290	357
Stirling	163	171	172	151	162	159
West Dunbartonshire	45	39	33	39	37	32
West Lothian	201	244	249	196	223	221
Scotland	5,706	6,585	6,332	5,385	6,264	6,040

Protective services

Protective Services	Indicator 4			Indicator 5		
	Percentage of business advice requests dealt with within 14 days of receipt			Number of premises liable to inspection in the high risk inspection category		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	93.2%	92.3%	93.3%	145	56	52
Aberdeenshire	91.6%	95.5%	92.1%	229	127	69
Angus	88.0%	86.1%	95.0%	150	105	123
Argyll & Bute	96.5%	91.5%	91.2%	186	190	136
Clackmannanshire	100.0%	95.8%	92.4%	3	3	11
Dumfries & Galloway	95.3%	93.1%	95.7%	104	106	100
Dundee City	98.9%	100.0%	96.6%	20	23	26
East Ayrshire	97.8%	99.4%	100.0%	52	52	50
East Dunbartonshire	82.0%	92.3%	86.4%	36	31	31
East Lothian	100.0%	92.7%	94.2%	Not Reported	Not Reported	34
East Renfrewshire	100.0%	93.8%	98.9%	23	23	16
Edinburgh, City of	82.9%	91.9%	93.7%	33	37	32
Eilean Siar	92.9%	100.0%	100.0%	20	20	20
Falkirk	96.5%	97.4%	65.9%	89	32	11
Fife	97.7%	95.0%	96.4%	23	22	24
Glasgow City	90.7%	91.3%	96.7%	213	209	211
Highland	96.1%	97.3%	97.2%	224	208	148
Inverclyde	85.2%	94.1%	94.1%	11	5	5
Midlothian	95.2%	99.0%	100.0%	37	39	24
Moray	96.7%	97.7%	94.7%	73	87	44
North Ayrshire	100.0%	98.7%	98.8%	40	36	48
North Lanarkshire	91.2%	97.5%	99.4%	53	106	70
Orkney Islands	97.5%	99.4%	96.6%	18	4	10
Perth & Kinross	100.0%	98.5%	98.1%	80	74	108
Renfrewshire	100.0%	100.0%	100.0%	35	11	3
Scottish Borders	97.8%	96.2%	99.6%	59	34	26
Shetland Islands	93.0%	91.2%	90.4%	59	35	34
South Ayrshire	98.8%	99.3%	99.0%	41	43	41
South Lanarkshire	92.5%	97.0%	98.1%	122	139	136
Stirling	92.6%	94.7%	92.4%	9	9	11
West Dunbartonshire	86.7%	94.9%	97.0%	27	39	39
West Lothian	97.5%	91.4%	88.8%	22	24	19
Scotland	94.4%	95.1%	95.4%	2,236	1,929	1,678

Protective services

Protective Services	Indicator 5					
	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	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	145	56	39	61	33	25
Aberdeenshire	229	127	69	166	100	62
Angus	130	105	112	102	93	97
Argyll & Bute	186	183	136	180	101	87
Clackmannanshire	3	3	11	2	3	11
Dumfries & Galloway	104	106	100	80	58	89
Dundee City	20	22	26	18	21	24
East Ayrshire	52	52	50	47	52	50
East Dunbartonshire	36	31	31	34	27	31
East Lothian	Not Reported	Not Reported	34	Not Reported	Not Reported	30
East Renfrewshire	23	23	16	23	23	16
Edinburgh, City of	33	37	32	33	37	32
Eilean Siar	20	20	20	20	20	20
Falkirk	89	32	11	54	28	11
Fife	21	22	24	21	17	21
Glasgow City	213	209	211	195	198	202
Highland	224	208	148	62	165	122
Inverclyde	11	5	5	9	4	5
Midlothian	37	36	23	36	35	23
Moray	73	58	44	53	53	42
North Ayrshire	40	36	48	39	36	48
North Lanarkshire	53	106	70	46	106	69
Orkney Islands	18	4	10	1	3	6
Perth & Kinross	80	74	108	80	74	108
Renfrewshire	35	11	3	35	11	3
Scottish Borders	59	34	26	59	34	26
Shetland Islands	59	35	31	51	32	27
South Ayrshire	41	43	41	41	42	41
South Lanarkshire	122	139	127	121	139	125
Stirling	9	9	11	6	9	11
West Dunbartonshire	27	37	39	27	36	39
West Lothian	22	24	19	22	23	19
Scotland	2,214	1,887	1,630	1,724	1,613	1,481

Protective services

Protective Services	Indicator 5					
	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	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	42.1%	58.9%	64.1%	1,451	1,136	1,045
Aberdeenshire	72.5%	78.7%	89.9%	1,777	1,369	1,370
Angus	78.5%	88.6%	86.6%	879	869	853
Argyll & Bute	96.8%	55.2%	64.0%	1,142	1,241	1,163
Clackmannanshire	66.7%	100.0%	100.0%	258	228	1,052
Dumfries & Galloway	76.9%	54.7%	89.0%	2,383	2,338	2,038
Dundee City	90.0%	95.5%	92.3%	748	734	737
East Ayrshire	90.4%	100.0%	100.0%	1,040	998	909
East Dunbartonshire	94.4%	87.1%	100.0%	606	529	513
East Lothian	Not Reported	Not Reported	88.2%	Not Reported	Not Reported	637
East Renfrewshire	100.0%	100.0%	100.0%	244	247	No Service
Edinburgh, City of	100.0%	100.0%	100.0%	2,462	2,457	1,754
Eilean Siar	100.0%	100.0%	100.0%	250	230	220
Falkirk	60.7%	87.5%	100.0%	363	426	426
Fife	100.0%	77.3%	87.5%	1,659	1,664	1,373
Glasgow City	91.5%	94.7%	95.7%	1,999	2,052	2,731
Highland	27.7%	79.3%	82.4%	2,516	2,646	2,700
Inverclyde	81.8%	80.0%	100.0%	552	552	521
Midlothian	97.3%	97.2%	100.0%	358	356	400
Moray	72.6%	91.4%	95.5%	845	936	593
North Ayrshire	97.5%	100.0%	100.0%	782	841	744
North Lanarkshire	86.8%	100.0%	98.6%	648	892	550
Orkney Islands	5.6%	75.0%	60.0%	286	176	70
Perth & Kinross	100.0%	100.0%	100.0%	1,269	1,326	1,204
Renfrewshire	100.0%	100.0%	100.0%	1,485	1,085	877
Scottish Borders	100.0%	100.0%	100.0%	1,611	1,505	1,256
Shetland Islands	86.4%	91.4%	87.1%	411	422	321
South Ayrshire	100.0%	97.7%	100.0%	3,238	3,227	3,227
South Lanarkshire	99.2%	100.0%	98.4%	2,200	2,037	1,279
Stirling	66.7%	100.0%	100.0%	752	760	1,052
West Dunbartonshire	100.0%	97.3%	100.0%	740	634	492
West Lothian	100.0%	95.8%	100.0%	414	559	480
Scotland	77.9%	85.5%	90.9%	35,368	34,472	31,950

Protective services

Protective Services	Indicator 5					
	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	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	822	849	253	263	226	139
Aberdeenshire	683	944	858	355	449	637
Angus	393	398	373	220	236	231
Argyll & Bute	605	571	562	560	329	386
Clackmannanshire	129	107	526	72	50	462
Dumfries & Galloway	1,199	1,169	1,019	964	704	866
Dundee City	374	293	368	322	265	340
East Ayrshire	516	452	399	497	436	382
East Dunbartonshire	300	241	263	250	202	246
East Lothian	Not Reported	Not Reported	324	Not Reported	Not Reported	253
East Renfrewshire	No Service	No Service	No Service	No Service	No Service	No Service
Edinburgh, City of	1,231	1,049	981	924	956	953
Eilean Siar	125	102	104	104	86	95
Falkirk	131	219	184	86	178	180
Fife	828	753	707	672	576	569
Glasgow City	999	1,020	1,366	953	987	878
Highland	1,340	1,323	1,246	1,054	833	1,052
Inverclyde	260	232	255	230	142	225
Midlothian	179	169	181	173	165	180
Moray	390	401	250	319	378	239
North Ayrshire	397	456	361	391	453	361
North Lanarkshire	241	523	550	180	521	547
Orkney Islands	143	88	35	11	35	26
Perth & Kinross	453	470	580	332	361	446
Renfrewshire	740	548	439	740	548	439
Scottish Borders	756	983	689	509	654	627
Shetland Islands	202	195	157	39	80	112
South Ayrshire	No Service	No Service	No service	No Service	No Service	No service
South Lanarkshire	1,101	534	1,136	1,065	534	1,117
Stirling	376	356	526	284	320	462
West Dunbartonshire	197	334	185	189	282	180
West Lothian	205	221	218	201	217	215
Scotland	15,315	15,000	14,245	11,959	11,203	12,130

Protective services

Protective Services	Indicator 5		
	Percentage of target visits to premises in the medium risk inspection category achieved		
	2004/2005	2005/2006	2006/2007
Aberdeen City	32.0%	26.6%	54.9%
Aberdeenshire	52.0%	47.6%	74.2%
Angus	56.0%	59.3%	61.9%
Argyll & Bute	92.6%	57.6%	68.7%
Clackmannanshire	55.8%	46.7%	87.8%
Dumfries & Galloway	80.4%	60.2%	85.0%
Dundee City	86.1%	90.4%	92.4%
East Ayrshire	96.3%	96.5%	95.7%
East Dunbartonshire	83.3%	83.8%	93.5%
East Lothian	Not Reported	Not Reported	78.1%
East Renfrewshire	No Service	No Service	No Service
Edinburgh, City of	75.1%	91.1%	97.1%
Eilean Siar	83.2%	84.3%	91.3%
Falkirk	65.6%	81.3%	97.8%
Fife	81.2%	76.5%	80.5%
Glasgow City	95.4%	96.8%	64.3%
Highland	78.7%	63.0%	84.4%
Inverclyde	88.5%	61.2%	88.2%
Midlothian	96.6%	97.6%	99.4%
Moray	81.8%	94.3%	95.6%
North Ayrshire	98.5%	99.3%	100.0%
North Lanarkshire	74.7%	99.6%	99.5%
Orkney Islands	7.7%	39.8%	74.3%
Perth & Kinross	73.3%	76.8%	76.9%
Renfrewshire	100.0%	100.0%	100.0%
Scottish Borders	67.3%	66.5%	91.0%
Shetland Islands	19.3%	41.0%	71.3%
South Ayrshire	No Service	No Service	No service
South Lanarkshire	96.7%	100.0%	98.3%
Stirling	75.5%	89.9%	87.8%
West Dunbartonshire	95.9%	84.4%	97.3%
West Lothian	98.0%	98.2%	98.6%
Scotland	78.1%	74.7%	85.2%