

Protective services

Food hygiene - the percentage of premises with a minimum inspection frequency 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. It excludes:

- those lower risk premises for which the inspection frequency is greater than 12 months.

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 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	27	✗	-	94.4	92.2			
Aberdeenshire	19		-	94.9	97.0			
Angus	16		-	95.7	98.6			
Argyll & Bute	19		-	84.7	97.0			
Clackmannanshire	30	✗	-	81.3	72.9			
Dumfries & Galloway	23		-	85.6	95.6			
Dundee City	1	✓	-	98.3	100.0			
East Ayrshire	13		-	98.0	99.1			
East Dunbartonshire	8	✓	-	98.6	99.5			
East Lothian	25	✗	-	87.2	92.4			
East Renfrewshire	1	✓	-	100.0	100.0			
City of Edinburgh	8	✓	-	100.0	99.5			
Eilean Siar	21		-	<u>100.0</u>	96.8			
Falkirk	12		-	96.6	99.3			
Fife	22		-	90.0	96.2			
Glasgow City	14		-	92.5	98.9			
Highland	25	✗	-	99.0	92.4			
Inverclyde	14		-	99.1	98.9			
Midlothian	29	✗	-	96.2	82.8			
Moray	28	✗	-	71.8	83.3			
North Ayrshire	17		-	98.4	98.5			
North Lanarkshire	1	✓	-	100.0	100.0			
Orkney Islands	31	✗	-	93.8	40.0			
Perth & Kinross	7	✓	-	99.1	99.7			
Renfrewshire	1	✓	-	98.0	100.0			
Scottish Borders	24		-	95.4	94.3			
South Ayrshire	18		-	93.9	97.7			
South Lanarkshire	10		-	98.4	99.4			
Stirling	10		-	98.2	99.4			
West Dunbartonshire	1	✓	-	95.2	100.0			
West Lothian	1	✓	-	99.4	100.0			
			Scotland					
			-	95.7	98.0			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	-	100.0	100.0
Upper quartile	-	98.8	99.5
Median	-	96.6	98.6
Lower quartile	-	93.9	95.0
Lowest ranked performance	-	71.8	40.0

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2004/05		
Improvement		
5-9%	-	
10-14%	-	
>15%	-	
Decline		
5-9%	-	
10-14%	-	
>15%	-	

Unreliable/Unreported Data in 2006/2007

Council	04/05	05/06	06/07
Shetland Islands	-	47.2	<u>46.3</u>

Reason for Unreliable Determination in 2006/2007

Shetland Islands - The supporting papers did not agree to the figures on the return and the council were unable to provide other satisfactory documentation.

Notes

An underlined PI measurement indicates unreliable data.

Protective services

Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site.

'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.

This indicator shows the average time for attendance on site (when required) using powers under pre-existing legislation.

It does not show the various informal or formal mechanisms used by councils to deal with noise abuse once it has established that a complaint may be justified. Some of the complaints investigated by councils will result in them finding that the noise is within tolerable limits and that no further action is appropriate.

Points to bear in mind

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.

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

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.

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.

Protective services

Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site:
Requiring attendance on site

Council	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	20		-	-	60.0			
Aberdeenshire	15		-	-	34.0			
Argyll & Bute	8	✓	-	-	8.0			
Clackmannanshire	9		-	-	9.0			
Dumfries & Galloway	11		-	-	23.0			
Dundee City	13		-	-	24.0			
East Ayrshire	3	✓	-	-	0.7			
East Dunbartonshire	23		-	-	135.0			
East Lothian	14		-	-	28.0			
City of Edinburgh	21		-	-	71.0			
Eilean Siar	18		-	-	48.0			
Falkirk	24		-	-	168.0			
Fife	17		-	-	42.5			
Glasgow City	NS		-	-	NS			
Highland	25	✗	-	-	177.0			
Inverclyde	16		-	-	36.0			
Midlothian	19		-	-	51.9			
North Ayrshire	7	✓	-	-	6.0			
North Lanarkshire	5	✓	-	-	2.3			
Orkney Islands	11		-	-	23.0			
Perth & Kinross	NS		-	-	NS			
Renfrewshire	6	✓	-	-	3.5			
Scottish Borders	26	✗	-	-	700.0			
Shetland Islands	22		-	-	120.0			
South Ayrshire	4	✓	-	-	1.1			
South Lanarkshire	1	✓	-	-	0.5			
Stirling	10		-	-	15.0			
West Dunbartonshire	2	✓	-	-	0.6			
			Scotland					
			-	-	68.8			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	-	-	0.5
Upper quartile	-	-	6.5
Median	-	-	26.0
Lower quartile	-	-	58.0
Lowest ranked performance	-	-	700.0

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	28	28	0
No service	(NS)	0	0	2

Count of councils showing significant change since 2004/05		
Improvement		
5-9%	-	
10-14%	-	
>15%	-	
Decline		
5-9%	-	
10-14%	-	
>15%	-	

Unreliable/Unreported Data in 2006/2007

Council	04/05	05/06	06/07
Angus	-	-	FTR
East Renfrewshire	-	-	FTR
Moray	-	-	FTR
West Lothian	-	-	FTR

Notes

An underlined PI measurement indicates unreliable data.

Protective services

Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site for cases dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.

'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.

This indicator shows the average time for attendance on site (when required) using powers under taken under Part V of the Antisocial Behaviour etc (Scotland) Act, 2004.

It does not show the various informal or formal mechanisms used by councils to deal with noise abuse once it has established that a complaint may be justified. Some of the complaints investigated by councils will result in them finding that the noise is within tolerable limits and that no further action is appropriate.

Points to bear in mind

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.

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

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.

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.

Protective services

Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004

Council	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	13		-	-	1.0			
Aberdeenshire	NS		-	-	NS			
Angus	19		-	-	1.2			
Argyll & Bute	23		-	-	72.0			
Clackmannanshire	2	✓	-	-	0.3			
Dumfries & Galloway	13		-	-	1.0			
Dundee City	1	✓	-	-	0.3			
East Ayrshire	6	✓	-	-	0.6			
East Dunbartonshire	13		-	-	1.0			
East Lothian	9		-	-	0.7			
City of Edinburgh	20		-	-	2.0			
Eilean Siar	NS		-	-	NS			
Falkirk	24		-	-	157.0			
Fife	12		-	-	0.8			
Glasgow City	21		-	-	3.2			
Highland	NS		-	-	NS			
Inverclyde	10		-	-	0.7			
Midlothian	6	✓	-	-	0.6			
Moray	NS		-	-	NS			
North Ayrshire	13		-	-	1.0			
North Lanarkshire	10		-	-	0.7			
Orkney Islands	NS		-	-	NS			
Perth & Kinross	3	✓	-	-	0.4			
Renfrewshire	22		-	-	3.5			
Scottish Borders	NS		-	-	NS			
Shetland Islands	NS		-	-	NS			
South Ayrshire	18		-	-	1.1			
South Lanarkshire	4	✓	-	-	0.5			
Stirling	4	✓	-	-	0.5			
West Dunbartonshire	6	✓	-	-	0.6			
West Lothian	13		-	-	1.0			
			Scotland					
			-	-	10.5			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	-	-	0.3
Upper quartile	-	-	0.6
Median	-	-	0.9
Lower quartile	-	-	1.1
Lowest ranked performance	-	-	157.0

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	31	31	0
No service	(NS)	0	0	7

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2006/2007

Council	04/05	05/06	06/07
East Renfrewshire	-	-	FTR

Notes

An underlined PI measurement indicates unreliable data.

Protective services

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

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

Points to bear in mind

The complexity of complaints received and the level of investigative work required will affect the indicator, which 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 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	8	✓	88.9	84.9	81.7	✗		
Aberdeenshire	23		74.3	75.3	60.8			✗
Angus	25	✗	80.0	74.4	58.9			✗
Argyll & Bute	19		81.9	74.6	68.5			✗
C & SJTSU	12		-	-	78.5			
Dumfries & Galloway	11		82.7	81.1	79.8			
Dundee City	6	✓	91.9	87.0	82.6		✗	
East Ayrshire	22		63.4	63.8	64.4			
East Dunbartonshire	29	✗	62.8	53.3	53.4		✗	
East Lothian	2	✓	96.1	96.3	95.2			
East Renfrewshire	21		71.4	78.0	67.8	✗		
City of Edinburgh	13		79.0	70.2	76.6			
Eilean Siar	6	✓	83.3	71.7	82.6			
Falkirk	14		70.4	70.3	71.5			
Fife	16		81.6	61.5	68.9			✗
Glasgow City	17		72.4	67.8	68.7	✗		
Highland	18		76.0	66.8	68.6	✗		
Inverclyde	27	✗	80.8	50.8	55.6			✗
Midlothian	9		83.8	82.4	81.3			
Moray	5	✓	89.0	83.6	83.0	✗		
North Ayrshire	10		78.2	71.9	81.2			
North Lanarkshire	30	✗	70.1	45.7	48.8			✗
Orkney Islands	20		87.5	77.8	67.9			✗
Perth & Kinross	1	✓	95.9	96.0	95.6			
Scottish Borders	28	✗	60.3	49.4	55.1	✗		
Shetland Islands	3	✓	89.2	88.6	87.3			
South Ayrshire	4	✓	85.3	81.9	86.0			
South Lanarkshire	15		60.4	67.2	70.5			✓
West Dunbartonshire	24		72.8	68.6	60.1			✗
West Lothian	26	✗	76.0	55.4	58.7			✗
			Scotland					
			77.4	72.6	72.2			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	96.1	96.3	95.6
Upper quartile	85.3	81.9	81.6
Median	80.0	71.9	69.7
Lower quartile	72.4	66.8	61.7
Lowest ranked performance	60.3	45.7	48.8

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	1	1	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2004/05		
Improvement		
5-9%	-	
10-14%	-	
>15%	1	
Decline		
5-9%	6	
10-14%	2	
>15%	9	

Unreliable/Unreported Data in 2006/2007

Council	04/05	05/06	06/07
Renfrewshire	85.0	85.3	<u>78.4</u>

Reason for Unreliable Determination in 2006/2007

Renfrewshire - Audit work established that no records were being maintained for telephone enquiries as required by the SPI.

Note

C & SJTSU - Clackmannanshire and Stirling joint Trading Standards Unit

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 2004/05:

East Ayrshire
East Dunbartonshire
Falkirk
North Lanarkshire
Scottish Borders
South Lanarkshire

The following councils did not make any material improvement in their performance by 2006/07:

East Ayrshire
East Dunbartonshire
Falkirk
North Lanarkshire
Scottish Borders

Protective services

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

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

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

Points to bear in mind

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

Protective services

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

Council	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	24		93.2	92.3	93.3			
Aberdeenshire	26	✗	91.6	95.5	92.1			
Angus	19		88.0	86.1	95.0	✓		
Argyll & Bute	27	✗	96.5	91.5	91.2	✗		
C & SJTSU	25	✗	-	-	92.4			
Dumfries & Galloway	18		95.3	93.1	95.7			
Dundee City	15		98.9	100.0	96.6			
East Ayrshire	1	✓	97.8	99.4	100.0			
East Dunbartonshire	30	✗	82.0	92.3	86.4	✓		
East Lothian	21		100.0	92.7	94.2	✗		
East Renfrewshire	8	✓	100.0	93.8	98.9			
City of Edinburgh	23		82.9	91.9	93.7		✓	
Eilean Siar	1	✓	92.9	100.0	100.0	✓		
Falkirk	31	✗	96.5	97.4	65.9			✗
Fife	17		97.7	95.0	96.4			
Glasgow City	14		90.7	91.3	96.7	✓		
Highland	12		96.1	97.3	97.2			
Inverclyde	22		85.2	94.1	94.1		✓	
Midlothian	1	✓	95.2	99.0	100.0	✓		
Moray	20		96.7	97.7	94.7			
North Ayrshire	9		100.0	98.7	98.8			
North Lanarkshire	6	✓	91.2	97.5	99.4	✓		
Orkney Islands	15		97.5	99.4	96.6			
Perth & Kinross	10		100.0	98.5	98.1			
Renfrewshire	1	✓	100.0	100.0	100.0			
Scottish Borders	5	✓	97.8	96.2	99.6			
Shetland Islands	28	✗	93.0	91.2	90.4			
South Ayrshire	7	✓	98.8	99.3	99.0			
South Lanarkshire	10		92.5	97.0	98.1	✓		
West Dunbartonshire	13		86.7	94.9	97.0		✓	
West Lothian	29	✗	97.5	91.4	88.8	✗		
			Scotland					
			94.4	95.1	95.4			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	100.0	100.0	100.0
Upper quartile	97.8	98.7	98.9
Median	96.3	95.9	96.6
Lower quartile	91.8	92.4	93.5
Lowest ranked performance	82.0	86.1	65.9

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	1	1	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	7
10-14%	3
>15%	-
Decline	
5-9%	3
10-14%	-
>15%	1

Note

C & SJTSU - Clackmannanshire and Stirling joint Trading Standards Unit

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 2004/05:

Angus
East Dunbartonshire
City of Edinburgh
Glasgow City
Inverclyde
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2006/07:

None

Protective services

Inspection of trading premises - the percentage of premises in the high and medium inspection risk categories (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 high and medium risk categories (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 high and medium risk inspection level that were inspected on time

Council	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	30	✗	33.5	28.6	56.2			✓
Aberdeenshire	24		57.1	51.3	75.4			✓
Angus	29	✗	61.6	65.4	67.6	✓		
Argyll & Bute	28	✗	93.6	57.0	67.8			✗
C & SJTSU	19		-	-	88.1			
Dumfries & Galloway	20		80.1	59.8	85.3	✓		
Dundee City	16		86.3	90.8	92.4	✓		
East Ayrshire	12		95.8	96.8	96.2			
East Dunbartonshire	14		84.5	84.2	94.2		✓	
East Renfrewshire	1	✓	100.0	100.0	100.0			
City of Edinburgh	11		75.7	91.4	97.2			✓
Eilean Siar	15		85.5	86.9	92.7	✓		
Falkirk	9		63.6	82.1	97.9			✓
Fife	22		81.6	76.5	80.7			
Glasgow City	27	✗	94.7	96.4	68.5			✗
Highland	21		71.4	65.2	84.2			✓
Inverclyde	18		88.2	61.6	88.5			
Midlothian	5	✓	96.8	97.6	99.5			
Moray	13		80.3	93.9	95.6			✓
North Ayrshire	1	✓	98.4	99.4	100.0			
North Lanarkshire	6	✓	76.9	99.7	99.4			✓
Orkney Islands	26	✗	7.5	41.3	71.1			✓
Perth & Kinross	23		77.3	80.0	80.5			
Renfrewshire	1	✓	100.0	100.0	100.0			
Scottish Borders	17		69.7	67.6	91.3			✓
Shetland Islands	25	✗	34.5	48.7	73.9			✓
South Ayrshire	1	✓	100.0	97.7	100.0			
South Lanarkshire	8	✓	97.0	100.0	98.3			
West Dunbartonshire	10		96.4	85.7	97.8			
West Lothian	7	✓	98.2	98.0	98.7			
			Scotland					
			78.1	75.9	85.7			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	100.0	100.0	100.0
Upper quartile	96.4	97.6	98.2
Median	84.5	85.7	92.6
Lower quartile	71.4	65.2	80.6
Lowest ranked performance	7.5	28.6	56.2

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	1	1	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	4
10-14%	1
>15%	10
Decline	
5-9%	-
10-14%	-
>15%	2

Unreliable/Unreported Data in 2006/2007

Council	04/05	05/06	06/07
East Lothian	FTR	FTR	<u>79.1</u>

Reason for Unreliable Determination in 2006/2007

East Lothian - Inadequate systems in place.

Note

C & SJTSU - Clackmannanshire and Stirling joint Trading Standards Unit

Notes

An underlined PI measurement indicates unreliable data.

Protective services

Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time

The following councils were ranked 25th or below in 2004/05:

Aberdeen City
Aberdeenshire
Angus
Orkney Islands
Shetland Islands

The following councils did not make any material improvement in their performance by 2006/07:

None