

PROTECTIVE SERVICES

Food safety: Hygiene inspections

Indicator 1: The number of establishments in each of the following three categories requiring inspection during the year, and the percentage of the inspections that were undertaken within the prescribed period:



Minimum inspection frequency	Number to be inspected in the year		% of inspections undertaken within time		Trend
	2007/2008	2006/2007	2007/2008	2006/2007	
'Approved premises'	1	11	100%	100%	■
6 months	9	20	100%	100%	■
12 months	167	179	100%	100%	■
more than 12 months	569	414	100%	100%	■

This indicator shows the number of premises in each of the inspection frequency categories, the number of those premises which the council intended to inspect during the year, and the percentage of planned inspections carried out within time. The indicator reports the council's planned food hygiene inspection workload and its success in achieving its own inspection targets for the three frequency categories.

Noise complaints


Indicator 2	2007/2008	2006/2007
a) The number of complaints:	1,240	572
i. Settled without the need for attendance on site	104	18
ii Requiring attendance on site	568	277
iii. Dealt with under Part V of the Antisocial Behavior (Scotland) Act 2004	568	277

b) For aii and aiii above, the average time (hours) between the time of the complaint and attendance on site:

	2007/2008	2006/2007	Trend
i Requiring attendance on site	6 hours	3.5 hours	
ii. Dealt with under Part V of the Antisocial Behavior (Scotland) Act 2004	6 hours	3.5 hours	

This indicator details the number of domestic noise complaints received during the year, the number settled without the need for attendance on site, the number requiring attendance on site and the number dealt with under Part V of the Antisocial Behaviour (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.

Non-Domestic Noise complaints

Indicator 3	2007/2008	2006/2007	
a) The number of complaints:	205	170	
i. Settled without the need for formal action	194	162	
ii Requiring formal action	11	8	Trend
b) For those requiring formal action, the average time (calendar days) to institute formal action	31 days	68 days	

This 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.

Trading standards enquiries, complaints and advice

Indicator 4: The number of complaints and advice requests received, and the proportion completed within 14 days	Number received		% dealt with in 14 days		Trend
	2007/2008	2006/2007	2007/2008	2006/2007	
Consumer complaints	2,042	2,524	76%	78.4%	↓
Business advice requests	109	83	99.1%	100%	↓

This indicator provides a measure of the efficiency of the council in dealing with consumer complaints and requests for advice from businesses. The indicator relates solely to the time taken to complete a complaint or enquiry irrespective of the outcome.

Inspection of trading premises

Indicator 5: The proportion of trading standards inspections done within target time.

Minimum inspection frequency	Number of premises in risk category		Number to be inspected in the year		% of inspections undertaken within time		Trend
	2007/2008	2006/2007	2007/2008	2006/2007	2007/2008	2006/2007	
12 months (High risk)	6	3	6	3	100%	100%	■
2 years (Medium risk)	375	877	375	439	100%	100%	■

This indicator provides information on the extent of the council's programme of inspection of premises in different risk categories. It also reports the extent to which the planned programme was successfully completed.