

Protective Services

2008/2009

Eilean Siar

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
FOOD SAFETY: HYGIENE INSPECTIONS						
1						
a) Approved premises						
i. Number of establishments requiring inspection in the year		NS				
ii. Total number of inspections	NS					
iii. Number of inspections undertaken within time	NS					
iv. Percentage actually inspected within time			NS %	0.0%	100.0%	96.2%
b) Every 6 months						
i. Number of establishments requiring inspection in the year		2				
ii. Total number of inspections	4					
iii. Number of inspections undertaken within time	4					
iv. Percentage actually inspected within time			100.0 %	100.0%	100.0%	100.0%
c) Every 12 months						
i. Number requiring inspection in the year		10				
ii. Number of inspections undertaken within time	9					
iii. Percentage actually inspected within time			90.0 %	100.0%	90.0%	90.0%
d) Greater than 12 months						
i. Number requiring inspection in the year		166				
ii. Number of inspections undertaken within time	42					
iii. Percentage actually inspected within time			25.3 %	53.8%	58.3%	44.5%
DOMESTIC NOISE COMPLAINTS						
2						
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		2				
iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004		0				
		Total	2			
b) For aii. and aiii. above, the average time (hours) between the time of the complaint and attendance on site:						
i. Requiring attendance on site			48.0 hours	-	48.0	24.0
ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004			0.0 hours	-	No Service	No Service

NON-DOMESTIC NOISE COMPLAINTS				
3	a) The number of complaints of non-domestic noise received during the year:			
	i. Settled without the need for formal action		10	
	ii. Requiring formal action		0	
		Total	10	
b) For those requiring formal action, the average time (calendar days) to institute formal action			0.0 days	- Not Required Not Required

TRADING STANDARDS - COMPLAINTS AND ADVICE						
4	a) Number and percentage of consumer complaints completed:					
	i. Total number received		131			
	ii. Number dealt with within 14 days of receipt	77				
	iii. Percentage dealt with within 14 days of receipt			58.8 %		
				71.7%	82.6%	73.2%
	b) Number and percentage of business advice requests completed:					
i. Total number received		34				
ii. Number dealt with within 14 days of receipt	31					
iii. Percentage dealt with within 14 days of receipt			91.2 %	100.0%	100.0%	100.0%

INSPECTION OF TRADING PREMISES							
5	Premises liable to inspection in the following categories:						
	a) High risk (12 months)						
	i. Number of premises in risk category		21				
	ii. Number of premises to be inspected in the year		21				
	iii. Number and percentage of inspections undertaken within time		21	100.0 %	100.0%	100.0%	100.0%
	b) Medium risk (2 years)						
	i. Number of premises in risk category		208				
	ii. Number of premises to be inspected in the year		102				
	iii. Number and percentage of inspections undertaken within time		71	69.6 %	84.3%	91.3%	90.4%