

Protective Services **2006/2007** **Orkney Islands**

		Source	Contextual	Performance information	PI values			
					03/04	04/05	05/06	
FOOD SAFETY: HYGIENE INSPECTIONS								
1	a) Approved premises							
	i. Number of establishments requiring inspection in the year		13					
	ii. Total number of inspections	12						
	iii. Number of inspections undertaken within time	0						
	iv. Percentage actually inspected within time			Error	-	-	96.4%	
	b) Every 6 months							
	i. Number of establishments requiring inspection in the year		0					
	ii. Total number of inspections	0						
	iii. Number of inspections undertaken within time	0						
	iv. Percentage actually inspected within time			Error	62.5%	0.0%	0.0%	
	c) Every 12 months							
	i. Number requiring inspection in the year		13					
ii. Number of inspections undertaken within time	10							
iii. Percentage actually inspected within time			OK	66.7%	60.0%	90.0%		
d) Greater than 12 months								
i. Number requiring inspection in the year		106						
ii. Number of inspections undertaken within time	67							
iii. Percentage actually inspected within time			OK	76.0%	56.0%	68.6%		
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		15					
	ii. Requiring attendance on site		2					
	iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004		0					
			Total	17				
	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				23 hours	-	-	-
	ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004				0 hours	-	-	-

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		14	
	ii. Requiring formal action		0	
	b) For those requiring formal action, the average time (calendar days) to institute formal action		Total 14	N/A days
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TRADING STANDARDS - COMPLAINTS AND ADVICE				
4	a) Number and percentage of consumer complaints completed:			
	i. Total number received		377	
	ii. Number dealt with within 14 days of receipt	256		67.9 %
	iii. Percentage dealt with within 14 days of receipt			OK
	b) Number and percentage of business advice requests completed:			
	i. Total number received		148	
ii. Number dealt with within 14 days of receipt	143		96.6 %	
iii. Percentage dealt with within 14 days of receipt			OK	
				87.6% 87.5% 77.8%
				99.0% 97.5% 99.4%

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		10	
	ii. Number of premises to be inspected in the year		10	
	iii. Number and percentage of inspections undertaken within time		6	60.0 %
				OK
	b) Medium risk (2 years)			
	i. Number of premises in risk category		70	
	ii. Number of premises to be inspected in the year		35	
	iii. Number and percentage of inspections undertaken within time		26	74.3 %
			OK	
				- 5.6% 75.0%
				- 7.7% 39.8%