

Protective Services

2007/2008

Orkney Islands

	Source	Contextual	Performance information	PI values		
				04/05	05/06	06/07
FOOD SAFETY: HYGIENE INSPECTIONS						
1 a) Approved premises						
i. Number of establishments requiring inspection in the year		10				
ii. Total number of inspections	20					
iii. Number of inspections undertaken within time	15					
iv. Percentage actually inspected within time			75.0 %	-	96.4%	0.0%
b) Every 6 months						
i. Number of establishments requiring inspection in the year		1				
ii. Total number of inspections	2					
iii. Number of inspections undertaken within time	2					
iv. Percentage actually inspected within time			100.0 %	0.0%	0.0%	No Service
c) Every 12 months						
i. Number requiring inspection in the year		7				
ii. Number of inspections undertaken within time	6					
iii. Percentage actually inspected within time			85.7 %	60.0%	90.0%	76.9%
d) Greater than 12 months						
i. Number requiring inspection in the year		87				
ii. Number of inspections undertaken within time	78					
iii. Percentage actually inspected within time			89.7 %	56.0%	68.6%	63.2%
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		21				
ii. Requiring attendance on site		9				
iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004		No Service				
		Total	30			
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						
ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004						
				306 hours	-	23.0
				No Service hours	-	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		6				
	ii.	Requiring formal action		0				
b)	For those requiring formal action, the average time (calendar days) to institute formal action		Total	6	0 days	-	-	0.0 %

TRADING STANDARDS - COMPLAINTS AND ADVICE

4	a)	Number and percentage of consumer complaints completed:							
	i.	Total number received		441					
	ii.	Number dealt with within 14 days of receipt	332			75.3 %	87.5%	77.8%	67.9%
	iii.	Percentage dealt with within 14 days of receipt							
	b)	Number and percentage of business advice requests completed:							
	i.	Total number received		140					
	ii.	Number dealt with within 14 days of receipt	134			95.7 %	97.5%	99.4%	96.6%
	iii.	Percentage dealt with within 14 days of receipt							

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		19					
	ii.	Number of premises to be inspected in the year		19					
	iii.	Number and percentage of inspections undertaken within time		19		100.0 %	5.6%	75.0%	60.0%
	b)	Medium risk (2 years)							
	i.	Number of premises in risk category		224					
	ii.	Number of premises to be inspected in the year		112					
	iii.	Number and percentage of inspections undertaken within time		105		93.8 %	7.7%	39.8%	74.3%