

Protective Services

2005/2006

Orkney Islands

	Source	Contextual	Performance information	PI values		
				02/03	03/04	04/05
FOOD SAFETY: HYGIENE INSPECTIONS						
1 a) <i>Approved premises</i>						
i. Number of establishments requiring inspection in the year		13				
ii. Total number of inspections	28					
iii. Number of inspections undertaken within time	27					
iv. Percentage actually inspected within time			 96.4 % OK	-	-	-
b) <i>Every 6 months</i>						
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			 100.0 % Error	100.0 %	62.5 %	0.0 %
c) <i>Every 12 months</i>						
i. Number requiring inspection in the year		20				
ii. Number of inspections undertaken within time	18					
iii. Percentage actually inspected within time			 90.0 % OK	34.9 %	66.7 %	60.0 %
d) <i>Greater than 12 months</i>						
i. Number requiring inspection in the year		102				
ii. Number of inspections undertaken within time	70					
iii. Percentage actually inspected within time			 68.6 % OK	38.9 %	76.0 %	56.0 %

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NOISE COMPLAINTS							
2	i. Total number of complaints		25				
	ii. Number settled at first contact with complainant		13				
	iii. Number and percentage settled on day of receipt		13	100.0 % OK	-	100.0 %	44.4 %
	iv. Number of complaints, following initial enquiry, that the council recognises it has a responsibility to take further action over		12				
	v. Number and percentage of complaints requiring further action that were completed within 14 days		11	91.7 % OK	-	72.7 %	25.0 %
TRADING STANDARDS - ENQUIRIES, COMPLAINTS AND ADVICE							
3	a) Number and percentage of consumer complaints completed:						
	i. Total number received		397				
	ii. Number dealt with within 14 days of receipt	309					
	iii. Percentage dealt with within 14 days of receipt			77.8 % OK	-	87.6 %	87.5 %
	b) Number and percentage of business advice requests completed:						
	i. Total number received		163				
	ii. Number dealt with within 14 days of receipt	162					
	iii. Percentage dealt with within 14 days of receipt			99.4 % OK	-	99.0 %	97.5 %

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INSPECTION OF TRADING PREMISES						
4						
a) High risk (12 months)						
i. Number of premises in risk category		<input type="text" value="4"/>				
ii. Number of premises to be inspected in the year		<input type="text" value="4"/>				
iii. Number of percentage of inspections undertaken within time		<input type="text" value="3"/>	 75.0 % OK	85.7 %	71.4 %	5.6 %
b) Medium risk (2 years)						
i. Number of premises in risk category		<input type="text" value="176"/>				
ii. Number of premises to be inspected in the year		<input type="text" value="88"/>				
iii. Number of percentage of inspections undertaken within time		<input type="text" value="35"/>	 39.8 % OK	62.9 %	77.3 %	7.7 %
c) Low risk (5 years)						
i. Number of premises in risk category		<input type="text" value="280"/>				
ii. Number of premises to be inspected in the year		<input type="text" value="56"/>				
iii. Number of percentage of inspections undertaken within time		<input type="text" value="30"/>	 53.6 % OK	68.8 %	45.1 %	8.3 %