

Angus Council Performs

Protective Services

In the following pages we provide information on a range of indicators around Protective Services in Angus. For each indicator we provide not only data but also a short explanation of our performance.

Numbers can only tell us so much about performance so every year we also publish a range of other things, such as news releases, web-pages and committee reports that might give you a better picture of the services we provide and the level of service that is delivered.

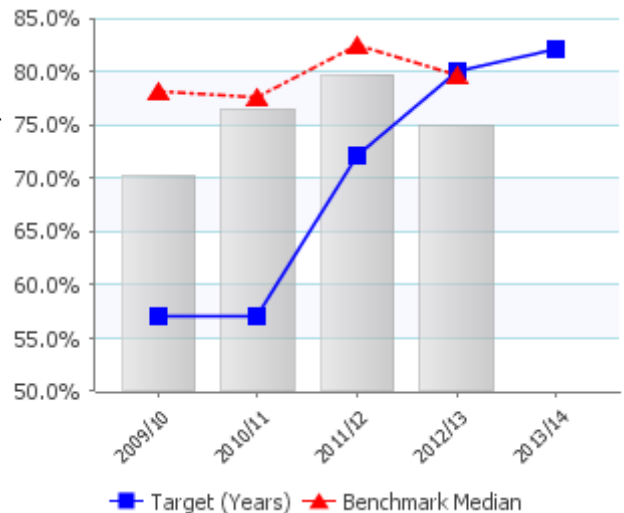
More information on Protective Services in Angus can be found in the following:

- [Trading Standards](#) web-page
- [Angus Reputable Trader Scheme \(ARTS\)](#) web-page
- [Doorstoppers](#) web-page
- [Counterfeit Goods](#) web-page
- [Scams](#) web-page
- [Inspection of Trade Premises](#) web-page
- [Age Restricted Sales](#) web-page
- [Unfair Trading Practices](#) web-page.
- [Drinking Water Monitoring](#) web-page
- [Health and Safety Inspections](#) web-page
- [Environmental Health](#) web-page
- [Food Hygiene Information Scheme \(FHIS\)](#) web-page
- [Food Hygiene Information Scheme \(FHIS\)](#) database page
- [Food Labelling Information](#) web-page
- [Food Premises Registration](#) web-page
- [Noise Complaints](#) web-page
- [Pest Control and Treatment](#) web-page
- [Seagull Control](#) web-page
- [Infrastructure Services Department Annual Performance Report 2012/13](#)

% of consumer complaints completed within 14 days of receipt (SPI)

Performance within this indicator has moved down this year to 74.9% from 79.7%, which is short of the 2012/13 target of 80%. The indicator is the clear up rate for complaints within 14 days. The average Scottish council completed 79.6% within 14 days in 2012/13.

The main reason for performance in this indicator reducing is two series of complaints consisting of over 20 complaints about a kitchen company and over 20 complaints against a time share business. In cases such as this the priority for the customer is a successful resolution to the complaint, rather than an unsuccessful response which meets the 14 day deadline. £35,000 was recovered for complaints with the kitchen company and over £20,000 so far in the case of the timeshare business (which is still active).



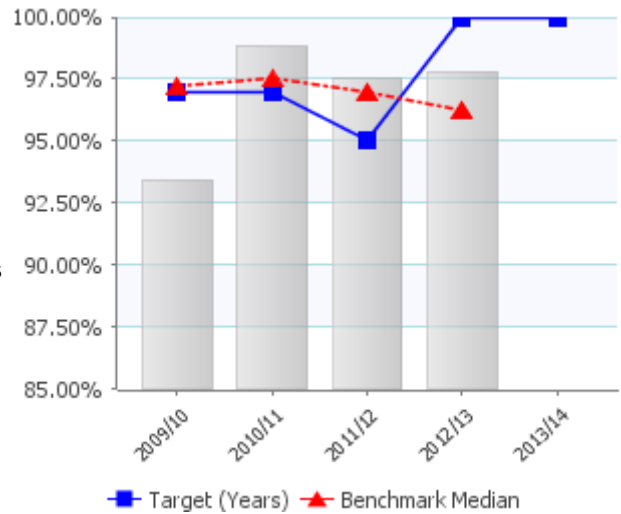
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	70.2%	57.0%	78.2%
2	2010/11	76.4%	57.0%	77.6%
3	2011/12	79.7%	72.0%	82.5%
4	2012/13	74.9%	80.0%	79.6%
5	2013/14	Blank	82.0%	Blank

% of business advice requests completed within 14 days of receipt (SPI)

In 2012/13 we completed 97.77% of requests within 14 days compared with 97.5% the year before. In 2012/13 the average Scottish council completed 96.28% in the target time.

This indicator shows the percentage of requests from businesses for specific advice that are completed within 14 days. This shows a fall from our 2012/13 target of 100%.

The change is due to two requests taking 14 days and 16 days each to resolve. The complex nature of the information we are trying to explain (and ensure there is understanding) can take more than the time limit of the PI. In the interests of customer satisfaction we choose to provide a quality service over one that meets the SPI time limit of 14 days.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	93.41%	97.00%	97.20%
2	2010/11	98.80%	97.00%	97.50%
3	2011/12	97.50%	95.00%	97.00%
4	2012/13	97.77%	100.00%	96.28%
5	2013/14	Blank	100.00%	Blank

The average time (hours) between the time of the complaint and attendance on site for domestic noise complaints requiring attendance on site (SPI)

In 2012/13 it took us on average 10 hours to attend domestic noise complaints compared with 12.5 hours the year before. In 2012/13 the average Scottish council took 10.4 hours.

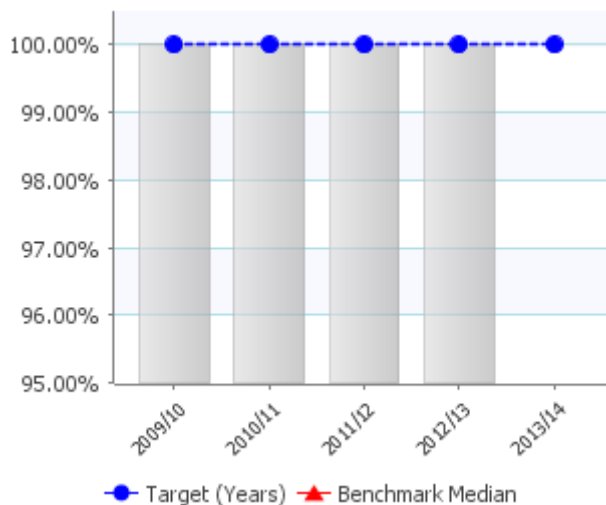
A downward trend in this indicator reflects an improvement in performance. The method of reporting the response time changed in 2010 and since then performance has been steadily improving due to revised procedures for logging and responding to complaints which fall within this category.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	0.8	Blank	13.4
2	2010/11	21.0	40.0	22.0
3	2011/12	12.5	20.0	15.7
4	2012/13	10.0	15.0	10.4
5	2013/14	Blank	12.0	Blank

100% of food hygiene inspections due every 6 months completed on time (KPI)

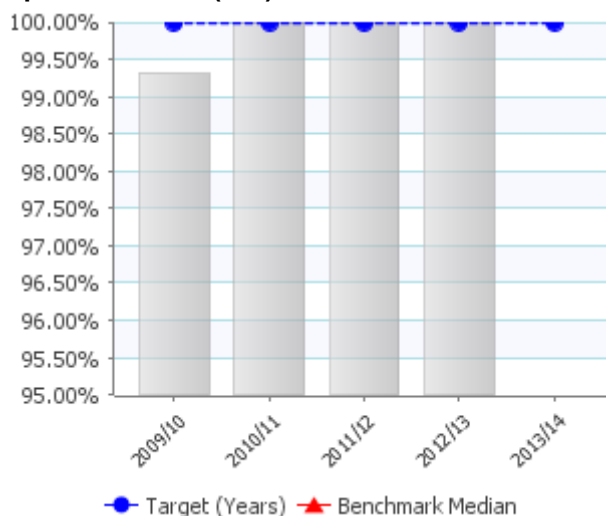
All food businesses rated as high risk have been subject to a food hygiene inspection during 2012/13. The number of high risk businesses in Angus has halved during this period due to increased targeted inspections by staff. Officers have also carried out an increased number of revisits to ensure compliance is being maintained.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	100.00%	100.00%	Blank
2	2010/11	100.00%	100.00%	Blank
3	2011/12	100.00%	100.00%	Blank
4	2012/13	100.00%	100.00%	Blank
5	2013/14	Blank	100.00%	Blank

100% of food hygiene inspections due every 12 months completed on time (KPI)

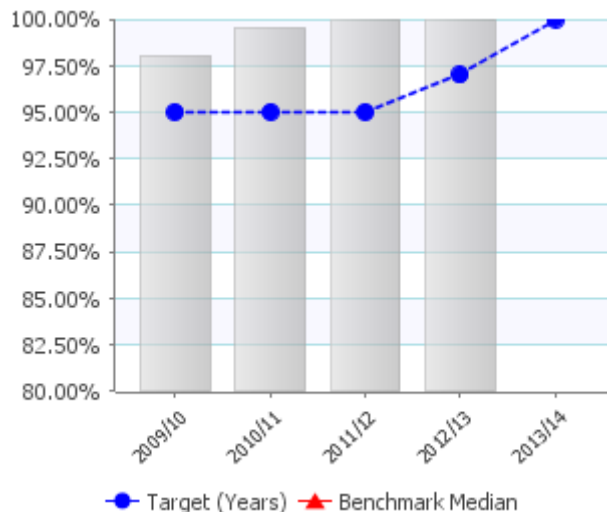
All food businesses in Angus rated as medium risk have been subject to a food hygiene inspection during 2012/13. Officers have also carried out an increased number of revisits to ensure compliance is being maintained.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	99.30%	100.00%	Blank
2	2010/11	100.00%	100.00%	Blank
3	2011/12	100.00%	100.00%	Blank
4	2012/13	100.00%	100.00%	Blank
5	2013/14	Blank	100.00%	Blank

100% of food hygiene inspections due at greater than 12 months completed on time (KPI)

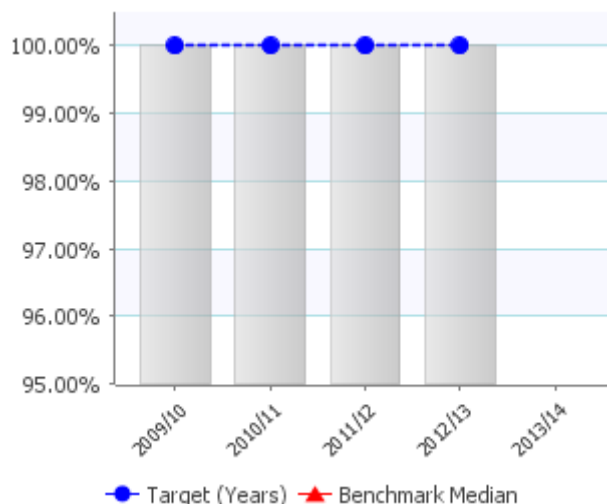
All food premises in Angus rated as low/medium risk which were due for inspection during 2012/13 have been subject to a food hygiene inspection.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	98.00%	95.00%	Blank
2	2010/11	99.50%	95.00%	Blank
3	2011/12	100.00%	95.00%	Blank
4	2012/13	100.00%	97.00%	Blank
5	2013/14	Blank	100.00%	Blank

Target number of health and safety inspections for the year compared to the number inspected - Inspection not less than once per year (KPI)

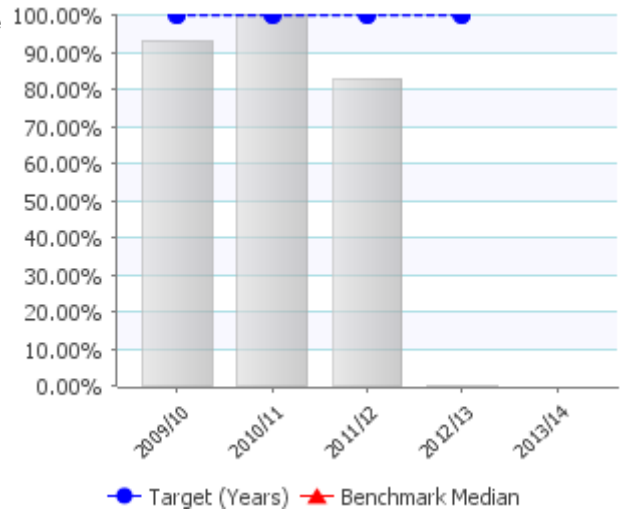
All businesses in Angus rated as high risk in terms of health and safety have been subject to inspection in line with current HSE guidelines. In addition a number of low cost health and safety related training courses have been offered to businesses throughout Angus.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	100.00%	100.00%	Blank
2	2010/11	100.00%	100.00%	Blank
3	2011/12	100.00%	100.00%	Blank
4	2012/13	100.00%	100.00%	Blank
5	2013/14	Blank	Blank	Blank

Target number of health and safety inspections for the year compared to the number inspected - Inspection or other intervention within 18 months (KPI)

The target for medium/low risk premises has not been met due to a focus on officers carrying out programmed inspections within higher risk premises only. This change in strategy has been led by the Government and HSE. In the latter part of the year officers concentrated on accident investigations, the development of low cost health and safety training aimed at local businesses and projects targeted at specific sectors.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	93.00%	100.00%	Blank
2	2010/11	100.00%	100.00%	Blank
3	2011/12	83.00%	100.00%	Blank
4	2012/13	0.00%	100.00%	Blank
5	2013/14	Blank	Blank	Blank

Target number of health and safety inspections for the year compared to the number inspected - Inspection or other intervention, No inspection/intervention frequency (KPI)

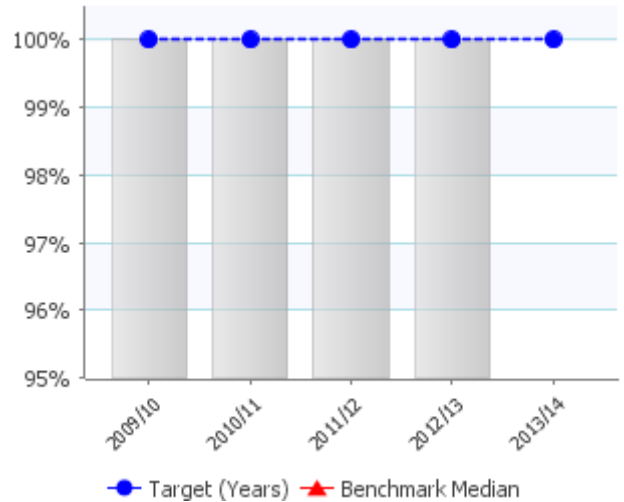
The target for low risk premises has not been met due to a focus on officers carrying out programmed inspections within higher risk premises only. This strategy has been led by the Government and HSE. In the latter part of the year officers concentrated on accident investigations, the development of low cost health and safety training aimed at local businesses and projects targeted at specific sectors.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	81.00%	50.00%	Blank
2	2010/11	83.00%	50.00%	Blank
3	2011/12	55.00%	83.00%	Blank
4	2012/13	0.00%	85.00%	Blank
5	2013/14	Blank	Blank	Blank

% of responses within the specified priority time between receiving notification and commencement of action re Pest Control - High Priority (KPI)

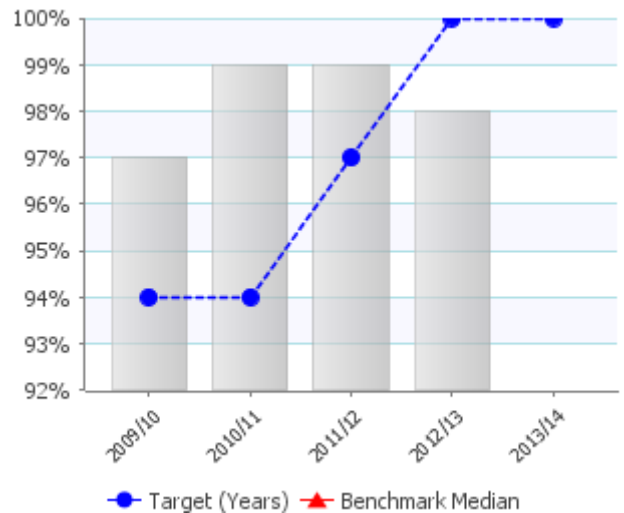
Since we started reporting this indicator in 2009/10 we have responded to all high priority pest control requests within our priority time. Once again the target of 100% performance in this category has been met.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	100%	100%	Blank
2	2010/11	100%	100%	Blank
3	2011/12	100%	100%	Blank
4	2012/13	100%	100%	Blank
5	2013/14	Blank	100%	Blank

% of responses within the specified priority time between receiving notification and commencement of action re Pest Control - Low Priority (KPI)

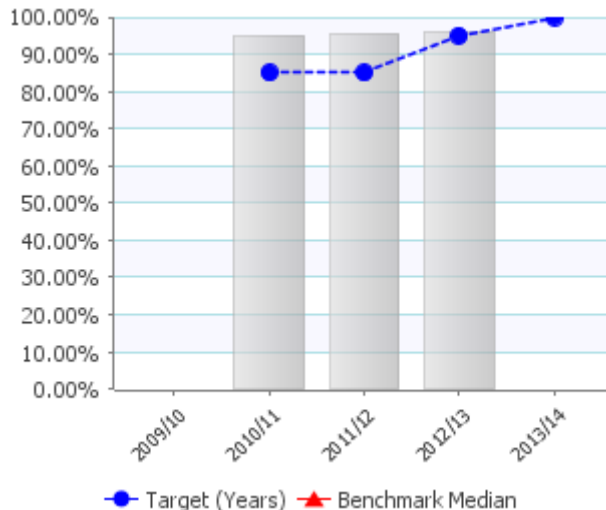
In 2012/13 we responded to 98% of low priority pest control requests within our priority time, falling from 99% in 2011/12. Unfortunately this meant we missed our target of 100%, however, a consistently high level of performance in this category has been maintained.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	97%	94%	Blank
2	2010/11	99%	94%	Blank
3	2011/12	99%	97%	Blank
4	2012/13	98%	100%	Blank
5	2013/14	Blank	100%	Blank

Food and Health and Safety - % of businesses expressing satisfaction with the service received (KPI)

In 2012/13 96% of the respondents expressed satisfaction with the service received during inspection of their business an increase from 95.5% in 2011/12. This also beat our 2012/13 target of 95%.. This information is gathered by questionnaires sent out to a random sample of premises inspected, and measures the professionalism of the officer involved and the format and clarity of information given.

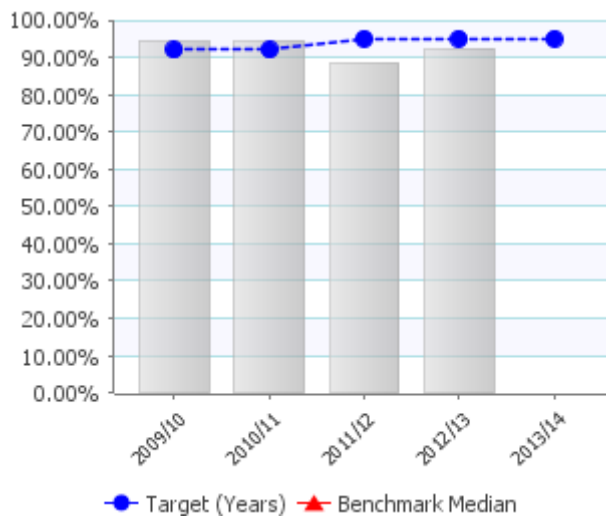


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	95.00%	85.00%	Blank
3	2011/12	95.50%	85.00%	Blank
4	2012/13	96.00%	95.00%	Blank
5	2013/14	Blank	100.00%	Blank

Trading Standards business satisfaction index (KPI)

This indicator is compiled from four questions sent out to a random selection of businesses that have been inspected or have contacted the Council for advice. Performance, 92.4% is slightly better this year, it was 88.46% in 2011/12 and just short of the 2012/13 target of 95%.

An analysis of the responses shows that the target was met for 3 out of the 4 questions. The problem question is "Did we give you information that was easy to understand?" About 25% of the responses were fairly satisfied rather than very satisfied and this reflects the complex nature of the information and legislation we are trying to impart.

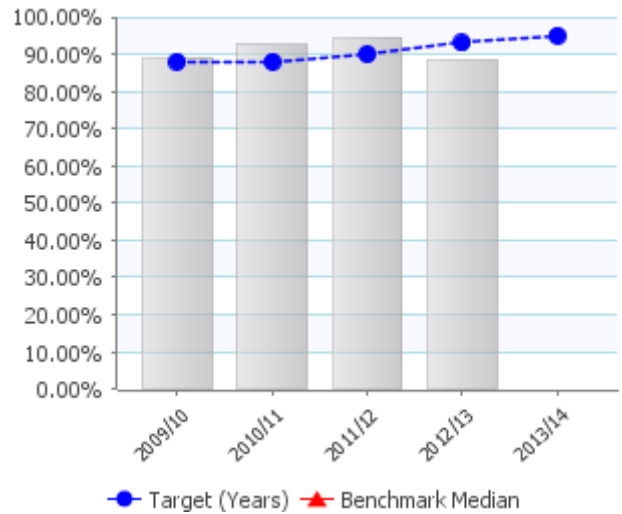


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	94.20%	92.00%	Blank
2	2010/11	94.47%	92.00%	Blank
3	2011/12	88.46%	95.00%	Blank
4	2012/13	92.40%	95.00%	Blank
5	2013/14	Blank	95.00%	Blank

Trading Standards consumer satisfaction index (KPI)

This indicator is calculated from four questions sent to consumers who have used our service within the previous month. The performance 88.59% is slightly down on the previous year (91.52%) and has not met the 2012/13 target of 93%.

Two of the questions asked that contribute to this indicator proved to be problematic. "Did we give you information that was easy to understand" showed that about 25% of respondents found it "fairly easy" rather than "very easy" to understand. This is undoubtedly due to trying to explain the consumers complaint in terms of the law, which is sometimes necessary for them to gain a full understanding as to how we can deal with it. Another question "How informative did you find our staff?" showed 5 responses as "fairly poor" or "very poor". The explanation for this is much as outlined above.

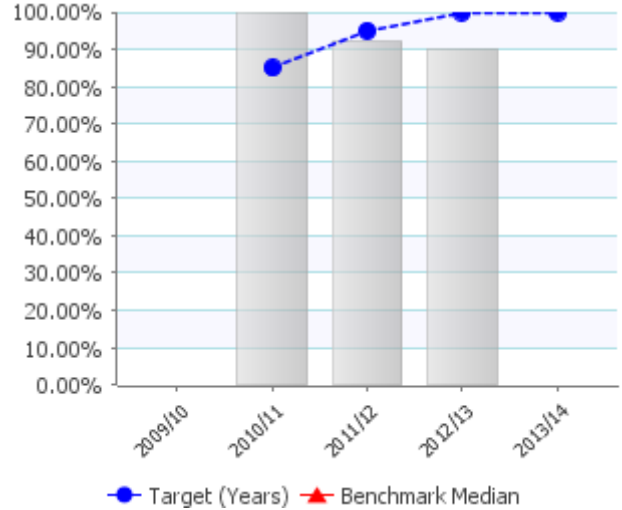


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	89.20%	88.00%	Blank
2	2010/11	92.48%	88.00%	Blank
3	2011/12	94.52%	90.00%	Blank
4	2012/13	88.59%	93.00%	Blank
5	2013/14	Blank	95.00%	Blank

% of customers expressing satisfaction with the pest control service received (KPI)

In 2012/13 9 out of 10 customers were satisfied with the pest control service, down from 92% in 2011/12.

The drop in performance was due to a small number of respondents (4 in total) who were not satisfied with the service received. In 2 out of the 4 cases the reasons for dissatisfaction were out of the control of the contractor.



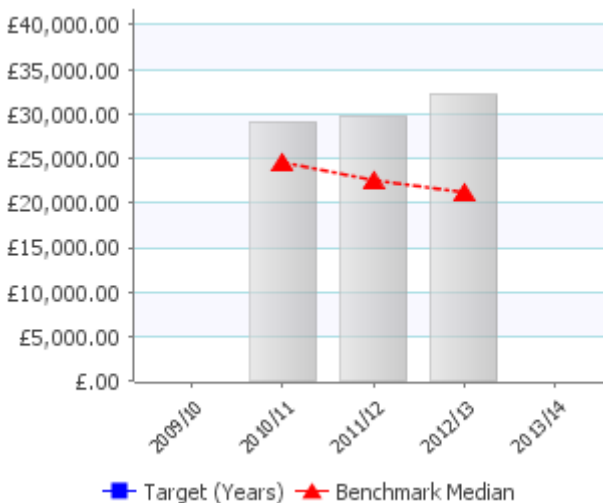
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	100.00%	85.00%	Blank
3	2011/12	92.00%	95.00%	Blank
4	2012/13	90.00%	100.00%	Blank
5	2013/14	Blank	100.00%	Blank

Cost of trading standards and environmental health per 1,000 Pop (LGBF)

The cost of trading standards and environmental health in Angus per 1,000 people increased from £29,685 in 2011/12 to £32,131 in 2012/13. In 2012/13 the cost for the average Scottish council was £21,257.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services.

We haven't set targets for this indicator.



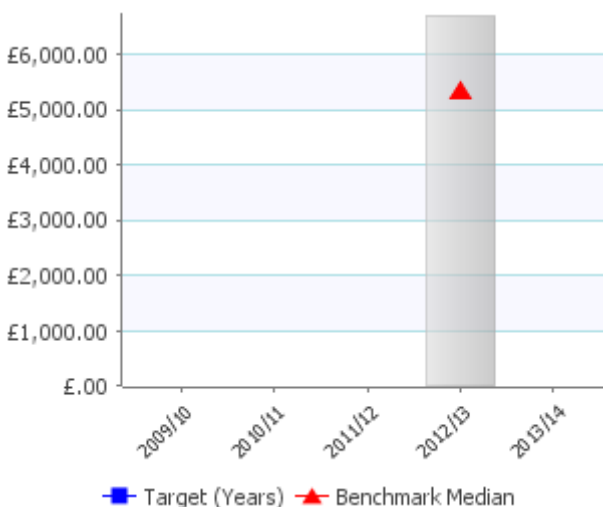
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£29,031.38	Blank	£24,673.03
3	2011/12	£29,684.53	Blank	£22,592.52
4	2012/13	£32,131.49	Blank	£21,257.78
5	2013/14	Blank	Blank	Blank

Cost of trading standards per 1,000 Pop (SPI) (LGBF)

The cost of trading standards in Angus per 1,000 people was £6,678 in 2012/13 while the average Scottish council spent £5,351.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services. This indicator was introduced in 2012/13.

We haven't set targets for this indicator.



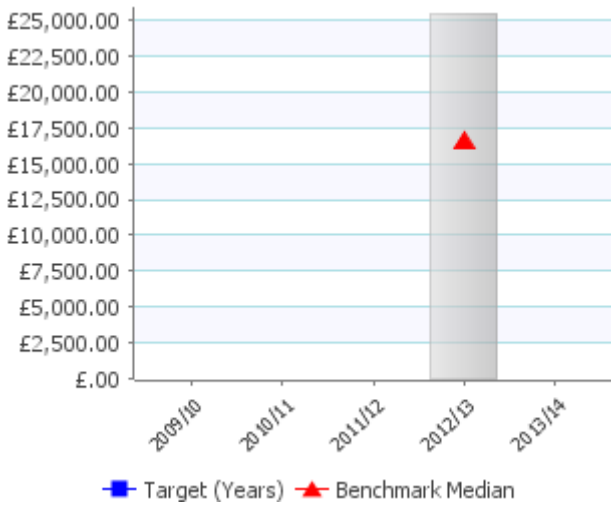
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	Blank	Blank	Blank
3	2011/12	Blank	Blank	Blank
4	2012/13	£6,677.57	Blank	£5,350.63
5	2013/14	Blank	Blank	Blank

Cost of environmental health per 1,000 Pop (SPI) (LGBF)

The cost of environmental health in Angus per 1,000 people was £25,454 in 2012/13 while the average Scottish council spent £16,631.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services. This indicator was introduced in 2012/13.

We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	Blank	Blank	Blank
3	2011/12	Blank	Blank	Blank
4	2012/13	£25,453.92	Blank	£16,630.73
5	2013/14	Blank	Blank	Blank