

Performance Information



2001-2002

Performance Information 2001-2002

This leaflet lets you see how Angus Council performed with statutory performance indicators for 2001/2002 and contains 2000/2001 figures for comparison purposes.

- How do you think the council performs?
- Can we improve the service to you?
- If you think so, how can we improve the service to you?

Let us know how you think we've performed, using the attached post paid reply form.

Further information about Angus Council and the services it provides is contained in the 2001/2002 Annual Report & Accounts, which is available in libraries, council reception areas, and on the council's web site (www.angus.gov.uk).

BENEFITS ADMINISTRATION

HOUSING BENEFIT AND COUNCIL TAX BENEFIT

1	The gross administration cost per case:	£53.02	£48.74
2	Average time to process:		
	a) New claims	45.9 days	46.1 days
	b) Notifications of changes of circumstances	14.7 days	12.9 days
	% of renewal claims processed on time	69.5%	77.3%
3	a) % of cases for which the calculation of the amount of benefit was correct	97.6%	97%
	b) Does the council have a written security strategy?	Yes	Yes
	c) % of recoverable overpayments that were recovered in the year	55.7%	77%

BUILDING CONTROL

BUILDING WARRANT AND COMPLETION CERTIFICATE APPLICATIONS

	Building warrant		Completion certificate		
1	Average time for dealing with requests	8 days	9 days	2 days	2 days
	Average time to issue	2 days	2 days	2 days	2 days
	Total number issued	1,513	1,280	1,220	1,090

COUNCIL-WIDE

SICKNESS ABSENCE

1	The no. of days lost through sickness absence expressed as a % of the total working days available, for the following groups of staff:		
	a) Chief officers, administrative, professional, technical and clerical employees	4.2%	4.0%
	b) Craft and manual employees	5.4%	5.1%
	c) Teachers	3.6%	3.7%

COMPLAINTS

2	The no. of complaints accepted for enquiry by the Ombudsman which:		
	a) Resulted in a local settlement	0	2
	b) Were classified as maladministration	0	0

LITIGATION CLAIMS

3	Number and (value) of successful litigation actions against the authority settled in the financial year in respect of:				
	a) The Housing service, per 10,000 council dwellings	2.1	(£7,238)	1.0	(£1,227)
	b) The Roads service, per 10,000 population	0.1	(£411)	0	(£0)
	c) All other services, per 10,000 population	0.1	(£923)	0.2	(£22,806)

EQUAL OPPORTUNITIES POLICY

4	Number and (%) of employees who are women in staff salary bands:					
		A	B	C		
	a) Chief officials	4 (8.3%)	5 (10.2%)	-	-	
	b) General service employees	14 (29.2%)	14 (31.1%)	191 (52.5%)	159 (43.8%)	2,181 (74.9%)
	c) Teachers	61 (62.2%)	57 (57.0%)	942 (75.7%)	972 (77.1%)	-

EDUCATION

PRE SCHOOL EXPERIENCE

1 a) The % of children who received government grant-aided education from the following providers:	i) in their pre-school year		ii) 3-year olds in the year before their pre-school year	
Council	82.6%	83.4%	48.9%	48.6%
Private	6.2%	8.5%	10.6%	10.4%
Independent	0%	0%	0%	0%
Voluntary	6.6%	6.1%	29.9%	24.2%
Total	95.4%	97.9%	89.4%	83.3%
b) The % of these grant-aided children who received fewer than five education sessions per week during the period they were eligible:	3.9%	4.9%	28.5%	28.3%

PRIMARY SCHOOL

2 a) The % of classes with pupil nos. of:	Single Year		Composite Year		P1 to P3	
15 or less	0.8%	0.8%	7.3%	8.5%	9.6%	11.6%
16 - 20	5.2%	5.7%	7.0%	9.0%	16.9%	16.6%
21 - 25	20.1%	22.9%	18.2%	12.9%	42.4%	39.8%
26 - 30	33.6%	32.4%	0%	0.8%	30.5%	29.8%
31 - 33	7.8%	6.9%	0%	0%	0.6%	2.2%
34 or more	0%	0.3%	0%	0%	0%	0%
b) The total no. of classes	259	268	125	121	177	181
3 The average no. of children per primary school class				24.2	23.9	
4 a) Occupancy: The % of schools where the ratio of pupils to places is:						
40% or less			6.7%		13.1%	
41 - 60%			21.7%		16.4%	
61 - 80%			46.7%		37.7%	
81 - 100%			21.7%		27.9%	
101% or more			3.3%		4.9%	
b) The total no. of primary schools			60		61	

SECONDARY SCHOOL

5 a) Occupancy: The % of schools where the ratio of pupils to places is:				
40% or less			0%	
41 - 60%			25.0%	
61 - 80%			12.5%	
81 - 100%			50.0%	
101% or more			12.5%	
b) The total no. of secondary schools			8	

SPECIAL EDUCATIONAL NEEDS

6 a) The average time taken to complete an assessment	15 weeks	18 weeks
b) % of assessments completed in:		
Up to 18 weeks	82.8%	61.8%
19 - 26 weeks	13.8%	26.5%
27 - 39 weeks	0%	5.9%
40 - 52 weeks	0%	2.9%
More than 1 year	3.4%	2.9%

EXPENDITURE

7 i) Actual and (%) expenditure on each of the following sectors:				
Pre-school education	£2,568,000	(3.6%)	£2,195,000	(3.3%)
Primary education	£25,564,500	(36.2%)	£24,525,000	(37.0%)
Secondary education	£30,260,500	(42.9%)	£28,591,000	(43.1%)
Special educational needs	£3,958,000	(5.6%)	£3,441,000	(5.2%)
Community education	£1,491,000	(2.1%)	£1,349,000	(2.0%)
Other expenditure	£6,684,000	(9.5%)	£6,266,000	(9.4%)
Total expenditure	£70,562,000		£66,367,000	
ii) Expenditure per:				
Pre-school education per place	£3,403		£3,032	
Primary education per pupil	£2,750		£2,633	
Secondary education per pupil	£4,254		£3,967	

ENVIRONMENTAL HEALTH

FOOD SAFETY: HYGIENE INSPECTIONS

1 The no. of establishments in each of the following three categories requiring inspection during the year, and the % of the inspections which were undertaken within the prescribed period:

Minimum inspection frequency	6 months		12 months		> 12 months	
No. to be inspected	55	80	215	253	262	236
% of inspections undertaken within time	81.8%	60.0%	81.4%	72.7%	68.7%	35.2%

WORKPLACE SAFETY INSPECTIONS

2 a) The no. liable to inspection

	1,746	1,779
The % of premises liable to inspection brought within the inspection rating system	100%	100%

b) Information on the level of achievement against the council's own inspection targets:

Target inspection frequency:	24 months		48 months		72 months	
No. of premises in this category	45	52	563	586	1,138	1,141
Target no. of premises to be inspected	39	51	139	257	66	154
% of inspections carried out within time	66.7%	76.5%	51.8%	52.9%	33.3%	35.7%

ENVIRONMENTAL PROTECTION

3 Noise complaints:

a) The total no. received which were the council's responsibility for advice or investigation

	231	198
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b) The no. of complaints:

i) Completed at initial inquiry stage	94	85
ii) Which required further investigation	137	113

c) The % of responses:

At b)i which were provided in 1 calendar day	97.9%	90.6%
At b)ii which were provided in 3 calendar days	92.7%	83.2%

PEST CONTROL

4 % of pest control responses that met the national benchmark

High priority: 2 working days	100%	100%
Low priority: 5 working days	100%	100%

ENVIRONMENTAL SERVICES

REFUSE COLLECTION

1 The gross cost of:

a) Collection (combined domestic, commercial and domestic bulky uplift) per premise	£44.46	£36.19
b) Disposal per premise	£50.58	£37.16

2 Special uplift service for bulky domestic refuse:

Target response time (working days)	5 days	5 days
% of uplifts completed within 5 days	93.4%	94.2%

3 The no. of household waste collections which were missed, per 100,000 collections, during the periods:

May to September	16	13
April and October to March	15	17

REFUSE RECYCLING

4 The amount of waste in tonnes per premise that was disposed of by the following methods and expressed as a (%):

	Household		Commercial & industrial	
Used for recovery of heat, power & other energy sources	0.298 (31.3%)	0.205 (23.4%)	1.884 (28.0%)	1.092 (23.6%)
Ash from incineration	0.053 (5.6%)	-	0.332 (4.9%)	-
Composted by the authority	0.048 (5.0%)	0.059 (6.7%)	0.547 (8.1%)	0 (0%)
Other recycling methods	0.076 (8.0%)	0.070 (8.0%)	0.953 (14.2%)	0.684 (14.8%)
Landfill	0.477 (50.1%)	0.541 (61.8%)	3.013 (44.8%)	2.852 (61.6%)
Other methods	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Total	0.952	0.875	6.729	4.628

FINANCE

COUNCIL TAX COLLECTION

1	Collection costs: the cost of collecting council tax per chargeable dwelling	£14.35	£14.44
2	Income:		
	a) The income due from council tax for the year, excluding reliefs and rebates	£28,020,182	£26,089,017
	b) The % of a) that was received during the year	94.5%	93.9%

PAYMENT OF INVOICES

3	The no. of invoices paid within 30 calendar days of receipt, or the agreed time limit if otherwise specified, as a % of all invoices paid	80.3%	77.2%
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ACCOUNTS

4	a) Whether the statutory abstract of accounts for the previous financial year was submitted for audit by 30 June and	Yes	Yes
	b) Received an unqualified audit certificate	Yes	-

HOUSING

RESPONSE REPAIRS

1	No. of repairs carried out in the following response categories and the (%) completed within target:			
	2 hours (1 hour in 2000/01)	5,058	(91.2%)	5,311 (86.7%)
	3 working days	6,833	(80.6%)	4,233 (70.3%)
	7 working days	14,721	(75.8%)	13,702 (78.0%)
	20 working days	386	(68.9%)	136 (54.4%)
	3 months	124	(93.5%)	57 (80.7%)
	The number of repairs due to be completed within 24 hours and the (%) completed within 24 hours			
		5,058	(91.2%)	5,311 (86.7%)

MANAGING TENANCY CHANGES

2	The total annual rent loss due to voids expressed as a % of the total amount of rent due in the year	2.58%	1.85%
3	Time taken to re-let houses analysed by the following void periods:	Number and (%) of houses re-let	
	Less than 2 weeks	541	(46.8%)
	2 - 4 weeks	195	(16.9%)
	More than 4 weeks	419	(36.3%)
	Average time to re-let houses	56 days	
		539	(52.3%)
		207	(20.1%)
		284	(27.6%)
		-	-

RENT ARREARS

4	Current tenant arrears as a % of the net amount of rent due in the year	4.0%	3.5%
	The % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250		
		2.3%	2.0%

COUNCIL HOUSE SALES

5	The % of house sales completed within the following time bands		
	Up to 20 weeks	31.7%	31.0%
	21 to 26 weeks	61.4%	60.4%
	27 to 32 weeks	5.3%	4.3%
	33 weeks or more	1.6%	4.3%
	Average time to sell houses	23.1 weeks	
		-	-

HOMELESSNESS

6	a) The total no. of homeless households in priority need, per 10,000 households	50.5	52.5
	b) The no. of households provided with each of the following four types of temporary accommodation:	Average length of stay & as a (%) of total	
	Hostels	67 days	(2.5%)
	Council furnished dwellings	72 days	(97.5%)
	Bed and breakfast	0 days	(0%)
	Other	0 days	(0%)
		56 days	(3.6%)
		65 days	(96.4%)
		0 days	(0%)
		0 days	(0%)



**Chief Executive
Angus Council
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LEISURE AND RECREATION

SPORT AND LEISURE MANAGEMENT

1	The no. of attendances per 1,000 population for:		
	Leisure pools	No Service	No Service
	Traditional swimming pools	3,543	3,674
2	The no. of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	7,504	7,342
3	The % of total operating expenditure for the year met from customer income for the following facilities:		
	Pools	45.7%	47.3%
	Other indoor facilities	41.9%	43.4%
	Outdoor sports pitches and tracks	30.9%	33.4%

MUSEUMS

4	a) The no. of museums operated by or financially supported by the council	10	9
	b) The % of these which are registered under the Museum and Galleries Commission (MGC) registration scheme	80.0%	66.7%

LIBRARIES

PROCESSING TIME

1	The average time taken to satisfy book requests	18 days	17 days
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EXPENDITURE

2	Expenditure on library stock per 1,000 population	£2,461.00	-
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STOCK TURNOVER

3	Changes in library stock per 1,000 population:		
	Adult lending stock of book and audio-visual material		
	a) Opening stock	2,258	2,287
	b) Recommended national target for annual no. of additions	280	280
	c) Actual additions	198	188
	d) Withdrawals	213	231
	e) Stock at year end	2,243	2,244
	Children's and teenage lending stock of book and audio-visual material		
	a) Opening stock	646	629
	b) Recommended national target for annual no. of additions	100	100
	c) Actual additions	92	72
	d) Withdrawals	71	58
	e) Stock at year end	667	642

USE OF LIBRARIES

4	Borrowers from public libraries:		
	a) Borrowers as a % of the resident population	29.3%	32.3%
	b) Average no. of issues per borrower	30.6	30.1

PLANNING

PROCESSING TIME

1	The % of householder applications dealt with within the following times:		
	Up to 1 month	36.7%	39.5%
	1 - 2 months	52.6%	53.1%
	2 - 3 months	8.4%	5.9%
	More than 3 months	2.3%	1.5%
2	The % of non-householder applications dealt with within the following times:		
	Up to 2 months	57.4%	66.3%
	2 - 3 months	20.6%	19.5%
	More than 3 months	21.9%	14.2%

APPEALS

3	a) The no. of decisions which went to appeal	11	10
	b) a) as a % of all decisions	0.9%	1.0%
	c) The % of a) that were successful	9.1%	30.0%

DEVELOPMENT PLANS

4	The % of the population covered by a Local Plan which has been adopted within the last five years	100%	100%
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ROADS AND LIGHTING

MAINTENANCE EXPENDITURE

1	Maintenance expenditure per kilometre, and expressed as a (%) of total expenditure across main activities:				
	Structural maintenance	£827	(33.6%)	£771	(29.3%)
	Routine maintenance	£482	(19.6%)	£512	(19.5%)
	Winter maintenance	£784	(31.9%)	£1,048	(39.8%)
	Surveys, inspections	£80	(3.3%)	£33	(1.2%)
	Footway maintenance	£1,317	(11.7%)	£1,236	(10.2%)
	Total	£3,490		£3,600	

NETWORK MAINTENANCE

2	Carriageway surface treatments: % of networks covered:		
	Surfacing	0.4%	0.2%
	Surface dressing	0.4%	0.9%
	Total % treated	0.8%	1.1%

TRAFFIC LIGHT REPAIRS

3	Traffic lights failure:		
	% of repairs completed within 48 hours	96.2%	96.0%

STREET LIGHTING

4	Street lights failure:		
	% of repairs completed within 7 days	89.7%	96.0%
5	Gross cost of street lighting per lamp	£101.54	£94.77
	Lighting columns replaced expressed as a % of the total number of columns	1.1%	1.4%

SOCIAL WORK

COMMUNITY CARE ASSESSMENTS

1	a) No. of persons assessed or reviewed and (receiving) a service:				
			Persons receiving an assessment or review		Persons receiving a service
	People aged:				
	65+	3,941	(5,220)	4,070	(5,058)
	65+ with dementia	164	(222)	179	(210)
	18-64 with mental health problems/dementia	130	(230)	396	(225)
	18-64 with physical disabilities	507	(787)	501	(717)
	18-64 with learning disabilities	125	(243)	163	(255)
	18-64 with HIV/AIDS	<10	(<10)	<10	(<10)
	18-64 with drug/alcohol abuse problems	23	(30)	29	(28)
	Total	4,890	(6,732)	5,338	(6,493)

b) No. of persons assessed or reviewed and services provided expressed as a rate per 1,000 relevant population:

People aged:			
65+	213.4	(282.7)	220.8 (274.4)
65+ with dementia	8.9	(12.0)	9.7 (11.4)
18-64 with mental health problems/dementia	2.0	(3.5)	5.9 (3.4)
18-64 with physical disabilities	7.6	(11.8)	7.5 (10.7)
18-64 with learning disabilities	1.9	(3.6)	2.4 (3.8)
18-64 with HIV/AIDS	<10	(<10)	<10 (<10)
18-64 with drug/alcohol abuse problems	0.3	(0.5)	0.4 (0.4)
Total	57.5	(79.1)	62.5 (76.1)

EXPENDITURE

2	Expenditure on services for adults in community care client group:					
		Expenditure		Expenditure as a %		Cost per head of population aged 18+
	Home and community based services	£10,664,000	£10,754,000	45.6%	49.5%	£125.37 £125.97
	Long-term residential and nursing home care	£12,714,000	£10,970,000	54.4%	50.5%	£149.48 £128.50
	Total expenditure	£23,378,000	£21,724,000			

CHILD PROTECTION

3 a) The no. of children referred over the 12 months to 31 March	162	156
b) The % of children on the register in the year who had previously been on the register	32.7%	8.1%
c) Number of children on the child protection register at 31 March	44	46
d) Number of children on the child protection register at 31 March per 1,000 population aged under 16 years	2.1	2.1
e) Percentage of children on the register at 31 March who had been on the register for:		
Less than 6 months	45.5%	73.9%
6 months but under one year	25.0%	19.6%
One year but under 2 years	29.5%	4.3%
Two years or more	0%	2.2%

CHILD CARE PLACEMENTS

4 The number of children being looked after by the council in the following types of placement:		
i) Number of children		
a) At home	60	59
b) In other community placements	94	81
c) In residential accommodation	22	16
d) Total no. being looked after excluding respite	176	156
e) Children aged under 12 being looked after in residential accommodation	0	0
f) Total children aged under 12 being looked after, excluding respite	74	62
g) Children receiving respite excluded from a) to f)	29	29
h) Total looked after including respite	205	185
ii) i) as a % of the total number being looked after		
a) At home	34.1%	37.8%
b) In other community placements	53.4%	51.9%
c) In residential accommodation	12.5%	10.3%
d) Total no. being looked after excluding respite	100%	100%
e) Children aged under 12 in residential accommodation being looked after	0%	0%
iii) The number of children being looked after as a rate per 1,000 population 0 - 17		
a) At home	2.5	2.4
b) In other community placements	3.9	3.3
c) In residential accommodation	0.9	0.7
d) Total no. being looked after excluding respite	7.3	6.4
Children receiving respite excluded from a) to f)	1.2	1.2
Total looked after including respite	8.5	7.6

LOOKED AFTER CHILDREN - ACADEMIC ATTAINMENT

5 a) No. and % of 16 and 17 year olds ceasing to be looked after away from home	3	
b) No. and % attaining at least one Standard Grade (any subject)	1	33.3%
c) No. and % attaining Standard Grade English and Maths	1	33.3%

HOME CARE/HOME HELP CLIENTS

6 The level and flexibility of service to home care clients				
Number of home care clients receiving and (as a rate per 1,000 population aged 65+):				
Level of service:				
a) Less than 2 hours per week	1,018	(55.1)	1,063	(57.7)
b) 2 to less than 4 hours per week	320	(17.3)	337	(18.3)
c) 4 to 10 hours per week	278	(15.1)	284	(15.4)
d) More than 10 hours per week	124	(6.7)	120	(6.5)
e) Total	1,740	(94.2)	1,804	(97.9)

HOME CARE/HOME HELP CLIENTS (continued)

Flexibility of service:

f) Personal care	1,028	(55.7)	1,089	(59.1)
g) Care at weekends	478	(25.9)	446	(24.2)
h) Care in evening/overnight	340	(18.4)	296	(16.1)

Volume of service:

i) Total number of home care hours per week provided or purchased	6,031	(326.6)	6,110	(331.5)
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RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION

7 The % of care staff in residential homes who have appropriate qualifications, for these users:

	i) Social work, social care and other specified qualifications		ii) Other relevant qualifications		iii) The % of total staff with appropriate qualifications	
a) Children	70%	70%	0%	0%	70%	70%
b) Elderly people	38%	40%	0%	0%	38%	40%
c) Other adults	50%	47%	0%	0%	50%	47%
iv) Overall totals	42%	43%	0%	0%	42%	43%

RESIDENTIAL ACCOMMODATION: PRIVACY

8 The no. of single rooms and rooms with en-suite facilities expressed as a % of all residential care places for each of the following users, for each provider:

	Council		Voluntary Sector		Private Sector	
i) Single Rooms						
a) Children	100%	100%	NS	NS	NS	NS
b) Elderly people	100%	100%	93.0%	93.0%	88.4%	88.4%
c) Other adults	100%	100%	100%	100%	60.0%	60.0%
ii) Rooms with en-suite facilities						
a) Children	0%	0%	NS	NS	NS	NS
b) Elderly people	42.9%	42.9%	0%	0%	71.3%	70.4%
c) Other adults	0%	0%	25%	24.4%	50.0%	60.0%

RESIDENTIAL ACCOMMODATION: INSPECTION OF RESIDENTIAL HOMES

9 The inspection of registered residential homes:

	Council		Voluntary Sector		Private Sector		Total	
a) Children								
No. of homes	1	2	NS	NS	NS	NS	1	2
No. of homes inspected less than twice	0	0	NS	NS	NS	NS	0	0
% of homes inspected less than twice	0%	0%	NS	NS	NS	NS	0%	0%
Average no. of inspections per home	2.0	2.5	NS	NS	NS	NS	2.0	2.5
b) Elderly people								
No. of homes	4	4	2	2	17	18	23	24
No. of homes inspected less than twice	0	0	0	0	0	0	0	0
% of homes inspected less than twice	0%	0%	0%	0%	0%	0%	0%	0%
Average no. of inspections per home	2.8	3.0	3.5	3.0	3.3	3.1	3.2	3.0
c) Other adults								
No. of homes	2	3	11	10	2	1	15	14
No. of homes inspected less than twice	0	0	0	1	0	0	0	1
% of homes inspected less than twice	0%	0%	0%	10%	0%	0%	0%	7.1%
Average no. of inspections per home	3.0	2.7	2.2	2.3	2.5	3.0	2.3	2.4

RESPIRE CARE

10 No. of people assessed as requiring respite care, the number per 1,000 population and the volume of respite care provided or purchased

	People aged 65+		People aged 18 - 64		Children aged 0 - 17 with disabilities	
Residential respite care	196	181	73	53	13	12
No. per 1,000 population	10.6	9.8	1.1	0.8	0.5	0.5
Volume of respite care (bed-nights)	4,097	3,787	1,284	987	161	190
Respite care provided at home	46	42	37	25	30	21
No. per 1,000 population	2.5	2.3	0.6	0.4	1.2	0.9

RESPIRE CARE (continued)

	People aged 65+		People aged 18 - 64		Children aged 0 - 17 with disabilities	
Volume of respite care (hours)	5,137	4,481	7,327	5,987	4,072	3,584
Other respite care	0	0	0	0	14	12
No. per 1,000 population	0	0	0	0	0.6	0.5
Volume of respite care (bed-nights/hours)	0	0	0	0	182/0	235/0

CRIMINAL JUSTICE
11 Social enquiry reports

a) No. of reports submitted to courts during the year	1,146	1,022
b) a) expressed as a rate per 1,000 adult population	13.1	11.6
c) Proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt	96.6%	97.3%
d) Proportion of reports submitted to courts by due date	99.0%	99.2%

12 Probation

a) No. of new probation orders issued during the year	184	171
b) a) expressed as a rate per 1,000 adult population	2.1	1.9
c) Proportion of new probationers seen by a supervising officer within one week	74.1%	67.0%
d) Proportion of people subject to a probation order who were reported to the court for breach of probation during the year	12.2%	34.0%

13 Community service

a) No. of new community service orders issued during the year	179	162
b) a) expressed as a rate per 1,000 adult population	2.0	1.8
c) Average length of community service for orders completed during the year	131 hrs	139 hrs
d) Average number of days taken to complete orders completed during the year	325 days	349 days

TRADING STANDARDS
ENQUIRIES, COMPLAINTS AND ADVICE
1 The % of enquiries, complaints and advice requests completed in the following time bands:

	Consumer enquiries		Consumer complaints		Business advice requests	
Same day	72.7%	83.8%	52.5%	53.3%	71.9%	65.2%
2 - 14 days	21.7%	9.9%	26.0%	23.3%	22.5%	24.2%
15 - 30 days	1.9%	3.0%	9.9%	10.5%	4.4%	5.7%
Over 30 days	3.7%	3.3%	11.6%	13.0%	1.3%	4.8%

INSPECTION OF TRADING PREMISES
2 Premises liable to inspection: target and actual coverage:
High risk:

	12 months	
i) Target inspection frequency	118	106
ii) No. of premises in this category	116	103
iii) Target total no. of visits	69.0%	76.7%

Medium risk:

	24 months	
i) Target inspection frequency	1,568	1,624
ii) No. of premises in this category	751	787
iii) Target total no. of visits	9.9%	16.4%

Low risk:

	60 months	
i) Target inspection frequency	1,188	1,194
ii) No. of premises in this category	229	227
iii) Target total no. of visits	3.5%	7.5%

NS = No Service