

Angus Council Report Card

Performance Key

Arrows: ↑ Better ↓ Worse → No change ■ Cannot be compared

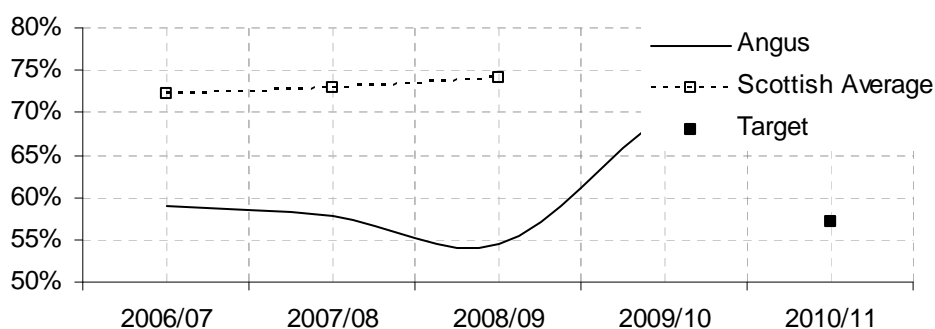
↑ Protective Services

Further information is available in the:

[2010/11 Infrastructure Services Service Plan](#) and
[Infrastructure Services Department Annual Report 2009/2010](#)

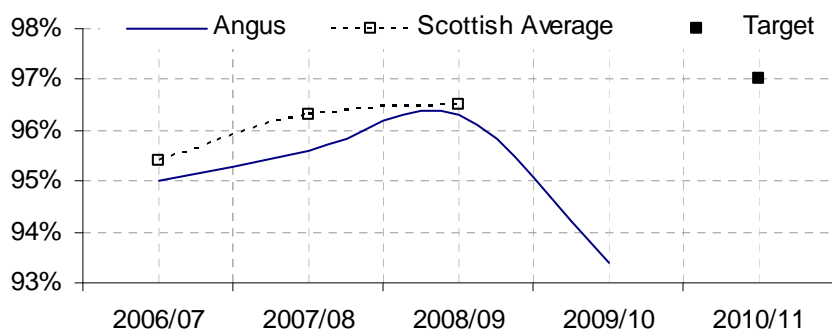
↑ % of consumer complaints completed in 14 days

	2006/07	2007/08	2008/09	2009/10	2010/11
Angus	59%	58%	54%	70%	
Scotland	72%	73%	74%		
Target					57%



↑ % of business advice requests completed in 14 days

	2006/07	2007/08	2008/09	2009/10	2010/11
Angus	95%	95.6%	96.3%	93.4%	
Scotland	95%	96%	97%		
Target					97%



→ Target number of food hygiene inspections compared to the number inspected – Category A

	2008/09	2009/10	2010/11
Angus	100%	100%	
Target			100%

↓ Target number of food hygiene inspections compared to the number inspected – Category B

	2008/09	2009/10	2010/11
Angus	100%	99.30%	
Target			100%

↑ Target number of food hygiene inspections compared to the number inspected – Category C

	2008/09	2009/10	2010/11
Angus	87%	99.30%	
Target			95%

■ Target number of food hygiene inspections compared to the number inspected – Category D

	2009/10	2010/11
Angus	95.50%	
Target		70%

■ Target number of health & safety inspections for the year compared to the number inspected – Category A

	2009/10	2010/11
Angus	100%	
Target		100%

■ Target number of health & safety inspections for the year compared to the number inspected – Category B1

	2009/10	2010/11
Angus	93%	
Target		100%

■ Target number of health & safety inspections for the year compared to the number inspected – Category B2

	2009/10	2010/11
Angus	81%	
Target		50%

■ Trading Standards business satisfaction index

	2009/10
Angus	94.20%
Target	

■ Trading Standards consumer satisfaction index

	2009/10
Angus	89.20%
Target	

■ % of responses within the specified priority time between receiving notification and commencement of action re Pest Control - High

	2009/10	2010/11
Angus	100%	
Target		100%

■ % of responses within the specified priority time between receiving notification and commencement of action re Pest Control - Low

	2009/10	2010/11
Angus	97%	
Target		94%

↑ the average time (hours) between complaint and attendance on site: non Antisocial Behaviour complaints

	2006/07	2007/08	2008/09	2009/10	2010/11
Angus		50	41	0.8	
Scotland	68.8	91.8	47.9		



↓ the average time (hours) between complaint and attendance on site: complaints under Part V of the Antisocial Behaviour (Scotland) Act 2004

	2006/07	2007/08	2008/09	2009/10	2010/11
Angus	1.20	0.40	0.30	0.4	
Scotland	10.5	2.7	1.6		
Target					0.5

