





Angus Council Report Card


Performance Key

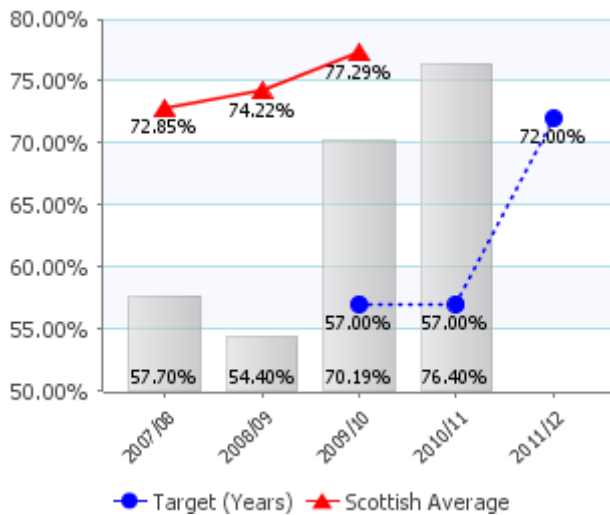
Arrows:  Better  Worse  No change  Cannot be compared

 Protective Services


Further information is available in:

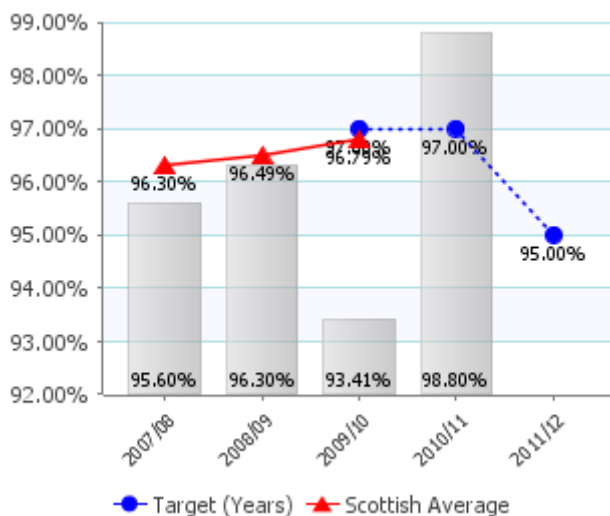
[Infrastructure Services: Economic Development and Environmental and Consumer Protection Committee Reports 2011](#)
[Infrastructure Services Department Annual Report 2010/11](#)

 Percentage of consumer complaints completed within 14 days of receipt



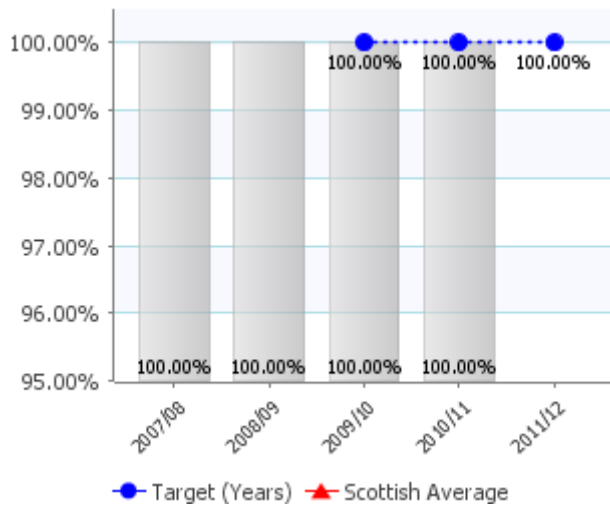
	Value	Target	Scottish Average
2007/08	57.70%		72.85%
2008/09	54.40%		74.22%
2009/10	70.19%	57.00%	77.29%
2010/11	76.40%	57.00%	
2011/12		72.00%	

 Percentage of business advice requests completed within 14 days of receipt



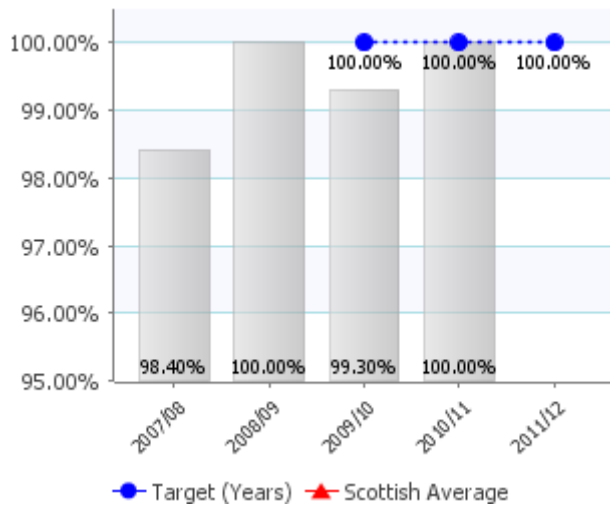
	Value	Target	Scottish Average
2007/08	95.60%		96.3%
2008/09	96.30%		96.49%
2009/10	93.41%	97.00%	96.79%
2010/11	98.80%	97.00%	
2011/12		95.00%	

■ % of food hygiene inspections due every 6 months completed on time



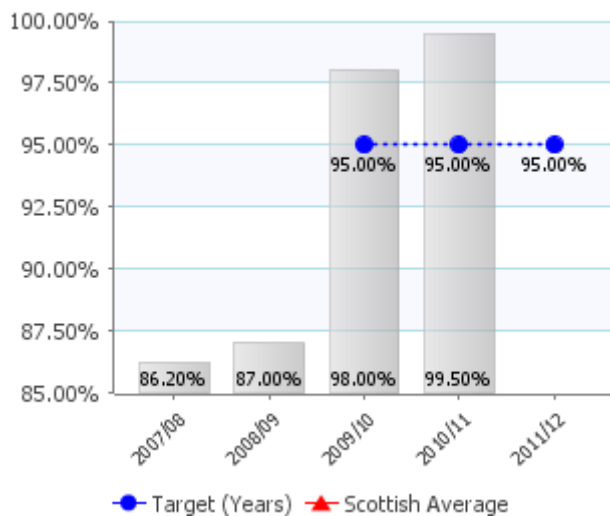
	Value	Target	Scottish Average
2007/08	100.00%		
2008/09	100.00%		
2009/10	100.00%	100.00%	
2010/11	100.00%	100.00%	
2011/12		100.00%	

↑ % of food hygiene inspections due every 12 months completed on time



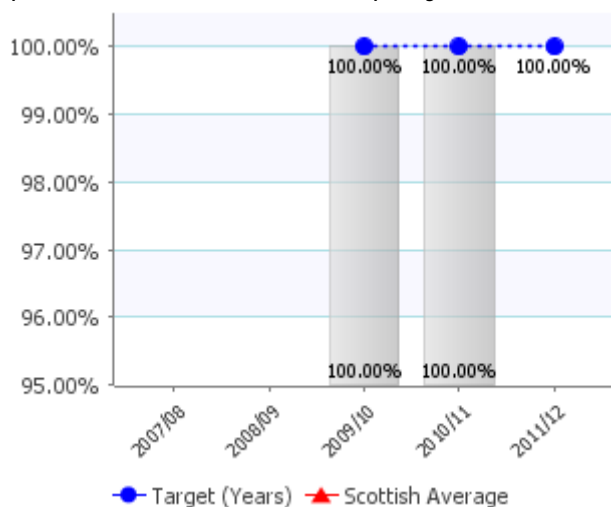
	Value	Target	Scottish Average
2007/08	98.40%		
2008/09	100.00%		
2009/10	99.30%	100.00%	
2010/11	100.00%	100.00%	
2011/12		100.00%	

↑ % of food hygiene inspections due at greater than 12 months completed on time



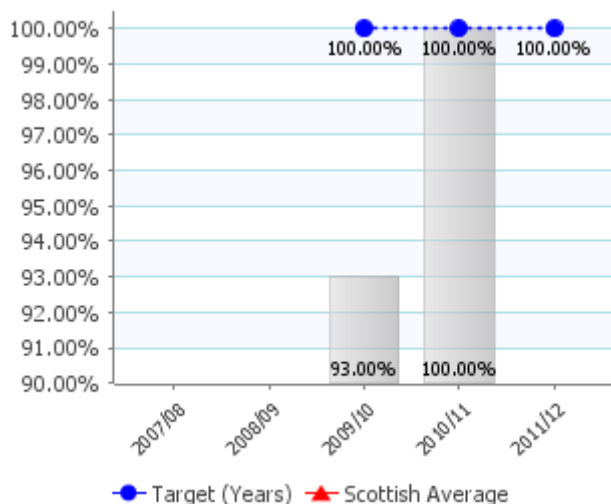
	Value	Target	Scottish Average
2007/08	86.20%		
2008/09	87.00%		
2009/10	98.00%	95.00%	
2010/11	99.50%	95.00%	
2011/12		95.00%	

- Target number of health & safety inspections for the year compared to the number inspected – Inspection not less than once per year



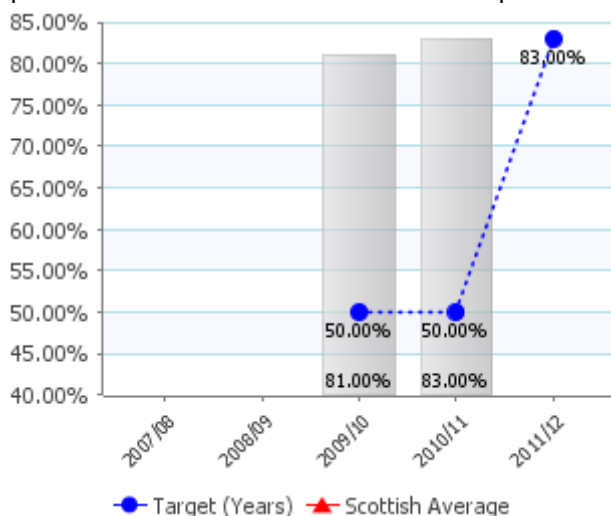
	Value	Target	Scottish Average
2007/08			
2008/09			
2009/10	100.00%	100.00%	
2010/11	100.00%	100.00%	
2011/12		100.00%	

- ↑ Target number of health & safety inspections for the year compared to the number inspected - Inspection or other intervention within 18 months



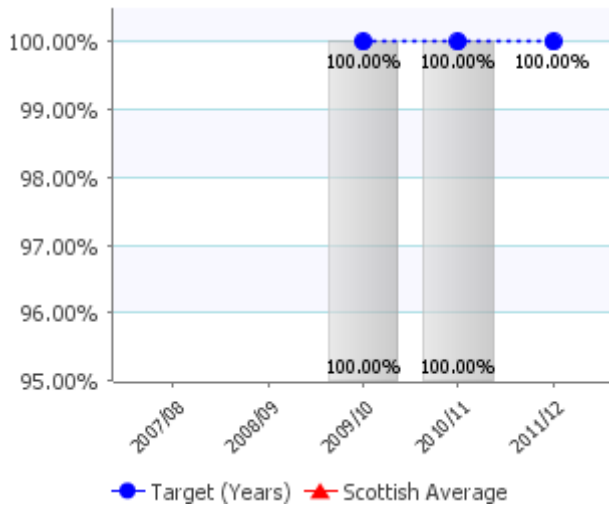
	Value	Target	Scottish Average
2007/08			
2008/09			
2009/10	93.00%	100.00%	
2010/11	100.00%	100.00%	
2011/12		100.00%	

- ↑ Target number of health & safety inspections for the year compared to the number inspected – Inspection or other intervention, No inspection/intervention frequency



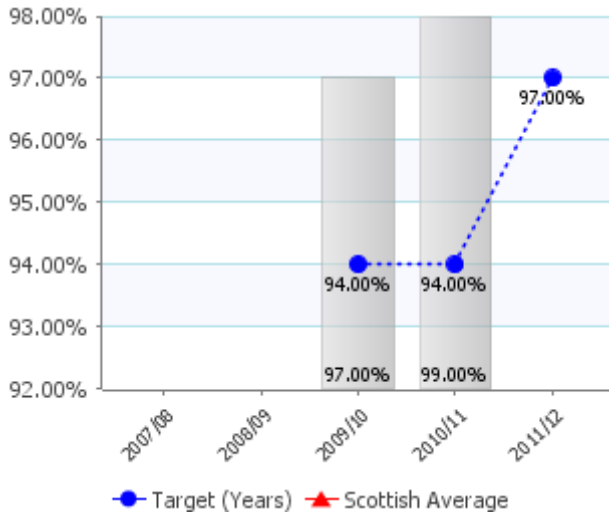
	Value	Target	Scottish Average
2007/08			
2008/09			
2009/10	81.00%	50.00%	
2010/11	83.00%	50.00%	
2011/12		83.00%	

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



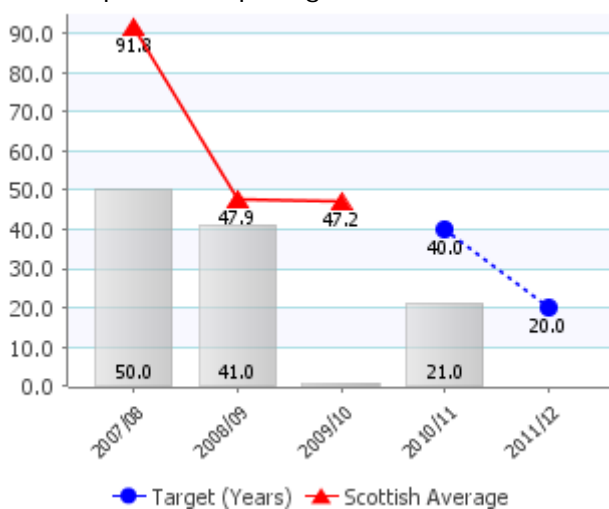
	Value	Target	Scottish Average
2007/08			
2008/09			
2009/10	100.00%	100.00%	
2010/11	100.00%	100.00%	
2011/12		100.00%	

↑ % of responses within the specified priority time between receiving notification and commencement of action re Pest Control – Low Priority




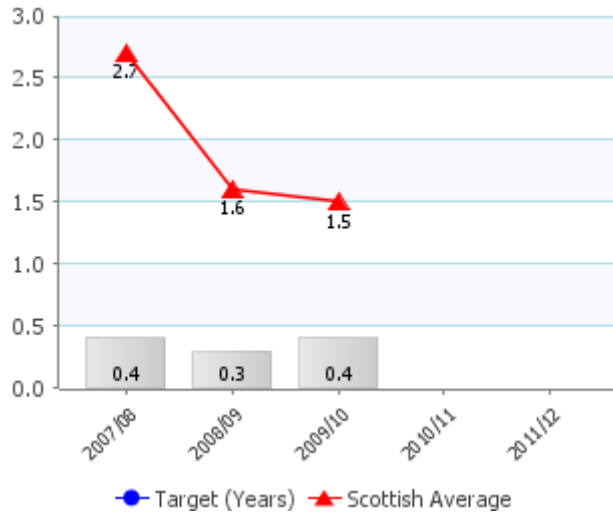
	Value	Target	Scottish Average
2007/08			
2008/09			
2009/10	97.00%	94.00%	
2010/11	99.00%	94.00%	
2011/12		97.00%	

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



	Value	Target	Scottish Average
2007/08	50.0		91.8
2008/09	41.0		47.9
2009/10	0.8		47.2
2010/11	21.0	40.0	
2011/12		20.0	

 The average time (hours) between the time of the complaint and attendance on site for domestic noise complaints dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004 (NS)



	Value	Target	Scottish Average
2007/08	0.4		2.7
2008/09	0.3		1.6
2009/10	0.4		1.5
2010/11	N/A		
2011/12			