

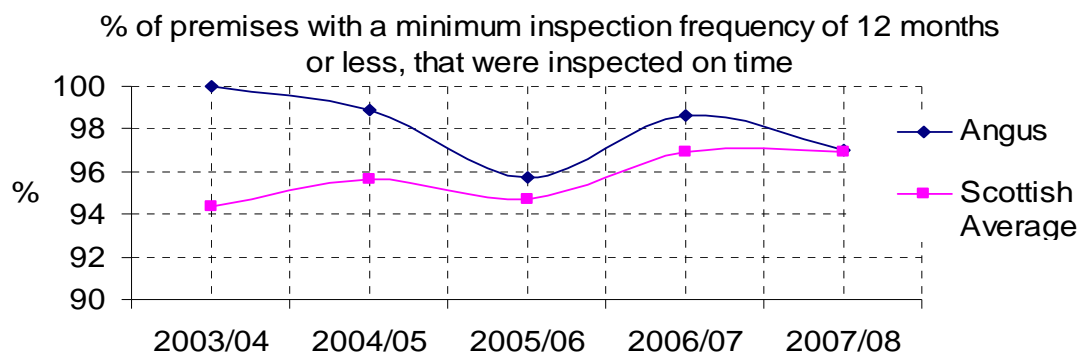
Performance Key

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

→ Protective Services

Of the 2007/08 indicators compared with 2006/07, 3 were better and 3 were worse; when compared with Scotland 2 were above average and 4 were below average. One indicator had no data before 2007/08.

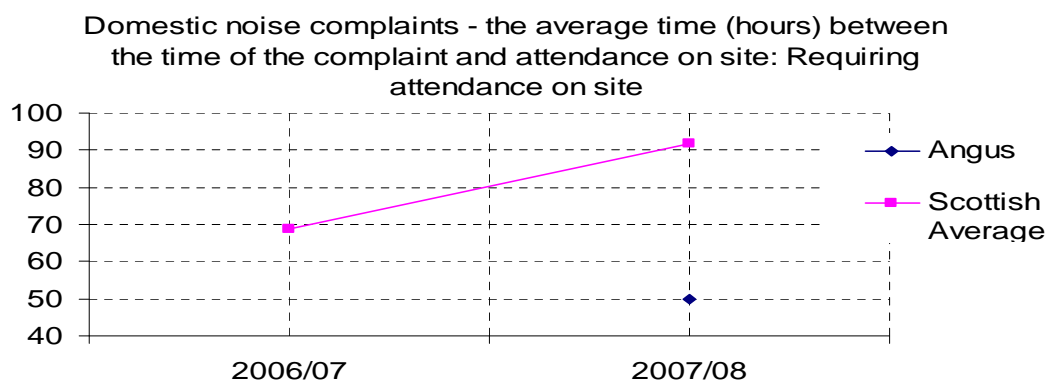
↓ Food Safety: Hygiene Inspections



- Performance for this indicator declined in 2007/08.
- Angus Council performance was better than the Scottish average.
- We are among the bottom half of Scottish councils who reported data for this indicator.

	2003/04	2004/05	2005/06	2006/07	2007/08
Angus	100	98.9	95.7	98.6	97
Scottish Average	94.4	95.6	94.7	96.9	96.9
Scottish Median	95.2	96.9	96.4	98.6	98.3

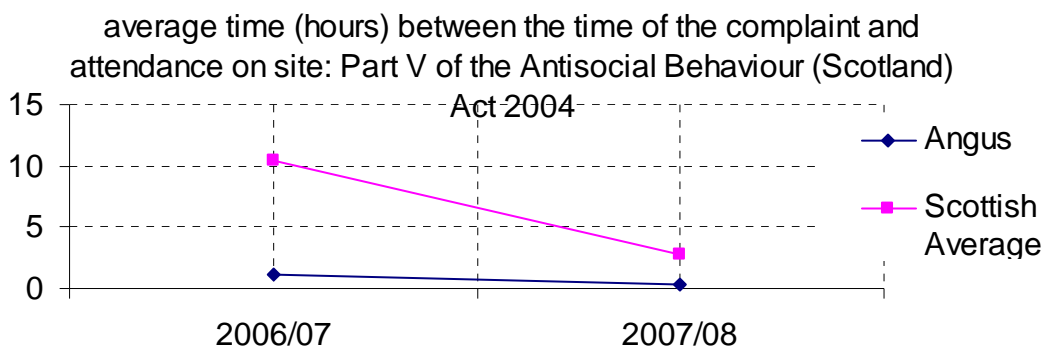
■ Domestic noise complaints the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site



- Angus Council performance was better than the Scottish average.
- We are neither among the top or bottom half of Scottish councils who reported data for this indicator.

	2006/07	2007/08
Angus	NR	50.0
Scottish Average	68.8	91.8
Scottish Median	26.0	50.0

↑ Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004



- Performance for this indicator improved in 2007/08.
- Angus Council performance was better than the Scottish average.
- We are among the top half of Scottish councils who reported data for this indicator.

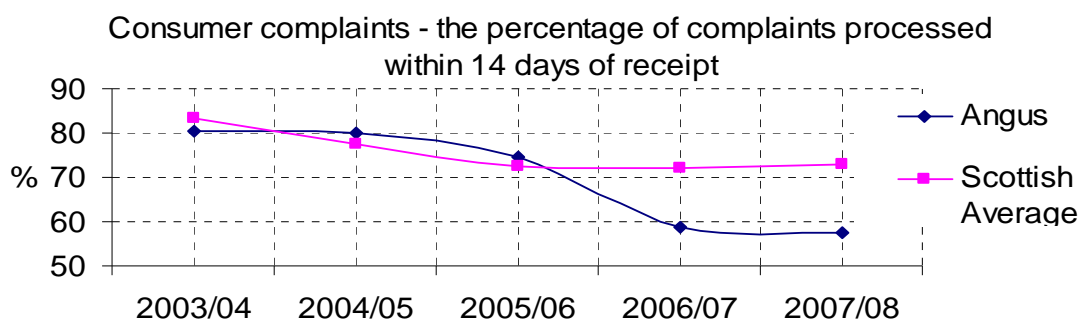
	2006/07	2007/08
Angus	1.2	0.4
Scottish Average	10.5	2.7
Scottish Median	0.9	0.7

↑ Non-domestic noise complaints

- Performance for this indicator improved in 2007/08.
- Angus Council performance was better than the Scottish average.

	2006/07	2007/08
Total non-domestic noise complaints	167	104
No. of non-domestic noise complaints settled without formal action	167	104
Number of non-domestic noise complaints requiring formal action	0	0

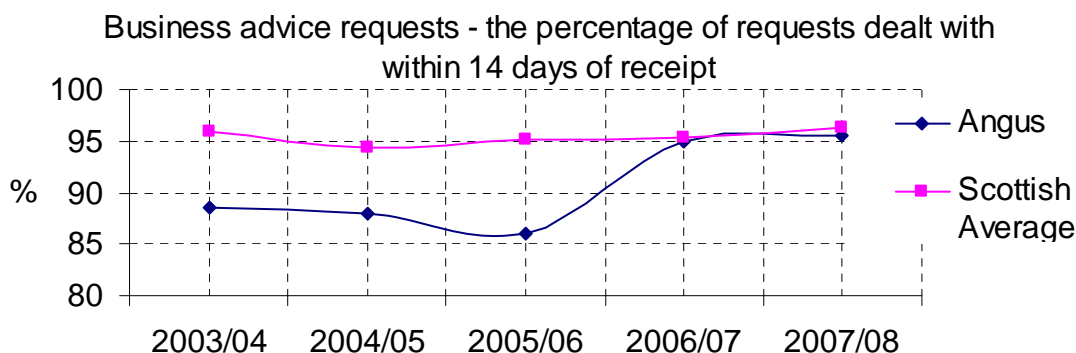
↓ Trading Standards Complaints and advice - Consumer complaints - the percentage of complaints processed within 14 days of receipt



- Performance for this indicator declined in 2007/08.
- Angus Council performance was not as good as the Scottish average.
- We are among the bottom half of Scottish councils who reported data for this indicator.

	2003/04	2004/05	2005/06	2006/07	2007/08
Angus	80.5	80	74.4	58.9	57.7
Scottish Average	83.4	77.4	72.6	72.2	72.8
Scottish Median	83.8	79.5	73.2	70.5	73.2

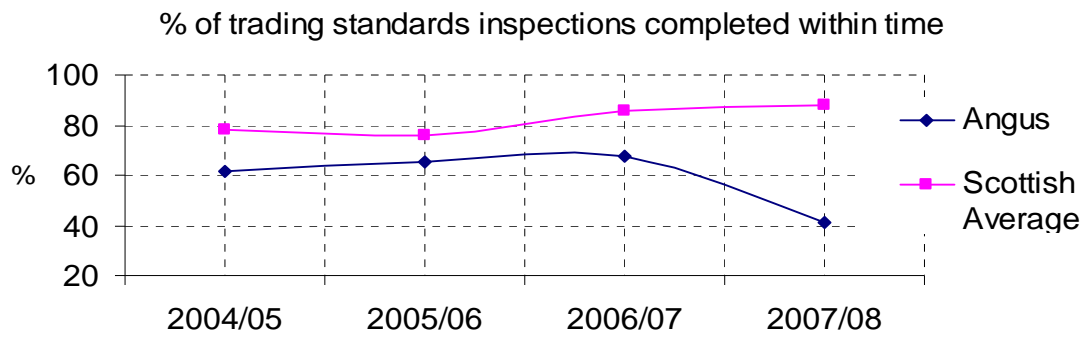
↑ Trading Standards Complaints and advice - Business advice requests - the percentage of requests dealt with within 14 days of receipt



- Performance for this indicator improved in 2007/08.
- Angus Council performance was not as good as the Scottish average.
- We are among the bottom half of Scottish councils who reported data for this indicator.

	2003/04	2004/05	2005/06	2006/07	2007/08
Angus	88.5	88	86.1	95	95.6
Scottish Average	95.9	94.4	95.1	95.4	96.3
Scottish Median	97.0	96.3	95.9	96.6	96.6

↓ Inspection of trading premises - the percentage of premises in high and medium risk inspection categories that were inspected on time



- Performance for this indicator declined in 2007/08.
- Angus Council performance was not as good as the Scottish average.
- We are among the bottom half of Scottish councils who reported data for this indicator.

	2004/05	2005/06	2006/07	2007/08
Angus	61.6	65.4	67.6	40.8
Scottish Average	78.1	75.9	85.7	87.7
Scottish Median	81.6	85.7	92.4	94.7