











2020/21 Quarter to March Economic Growth & Development Performance Report - Service Performance Indicators



PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only


Strategy Environmental Health
Managed By Sievewright, Karen





Category	PI Code	Short Name	Current Target	2018/19	2019/20	2020/21	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	ENVDV215b	Cost of Environmental Health Services per 1,000 population.	N/A	£14,489	£14,287	N/A	Not measured for Quarters					<p>Moray - Cost of Environmental Health Services per 1,000 population (2019/20) = £14,287 (Rank 22nd highest) Benchmarking Comparators: N. Ayrshire - £9,069 Fife - £9,308 East Ayrshire - £10,729 East Lothian - £11,280 Perth & Kinross - £11,813 S. Ayrshire - £13,603 Stirling - £13,024 Scotland - £13,771</p> 	

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				Value	Value	Value	Value	Value	Value	Value	Value		
Local	ENVDV078a	EH - Health & Safety - percentage of high-risk (12 months) premises inspected within time during quarter	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Local(b)	ENVDV086	EH - Percentage of responses for high-priority pest control services which met the national target	95%	N/A	N/A	100%	N/A	N/A	N/A	100%	100%		
Local(b)	ENVDV087	EH - Percentage of responses for low-priority pest control services which met the national target	90%	88%	97%	96%	97%	97%	96%	94%	100%		



Strategy Environmental Health (Food Safety)
Managed By Sievewright, Karen

EH Food Safety Inspections put into abeyance on 23 March 2020

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				Value	Value	Value	Value	Value	Value	Value	Value		
Local	ENVDV069a	EH - Food Safety - percentage of category A (6 month) premises inspected within time during quarter	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<p>From the 23rd March Food Standards Scotland put the Code of Practice which dictates the frequency of food inspections in abeyance as the staff who usually undertake the inspections were diverted into Covid enforcement and we were in full lockdown. This agreement to suspend inspections was initially until 31 Oct 2020 but has now been extended until the end of Feb 2021 with consultation on the recovery project still underway.</p> <p>Up to this time, we were working with two different systems and manually creating an inspection timetable for staff but this meant the statistics could</p>	

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				Value	Value	Value	Value	Value	Value	Value	Value		
												<p>not be retrieved from the software and the FSS had agreed nationally that LA's transfer businesses to the new risk assessment method at their next due inspection. This would mean in reality that it would be at least 2 years before the majority of our premises were transferred into the new inspection frequency schedule.</p> <p>The recovery plan allows us to undertake a desktop exercise (rather than physical visit) to transfer all the food premises into the new system and set up a revised program of inspection with a start date still be agreed with the Food Standards Scotland.</p>	
Local	ENVDV070a	EH - Food Safety - percentage of category B (12 months) premises inspected within time during quarter	100%	N/A	65%		N/A	N/A	N/A	N/A	N/A		
Local	ENVDV259a	EH - Food Safety - percentage of category C (18 months) premises inspected within time during quarter		N/A	44%		N/A	N/A	N/A	N/A	N/A		
Local(b)	ENVDV410a	EH - Food Safety - percentage of category D (24 months) premises inspected within time during quarter		N/A	87%		N/A	N/A	N/A	N/A	N/A		
Local	ENVDV070c	EH - Food Safety - % of registered food premises which are broadly compliant with food law (of all rated premises)	80%	92%	N/A	N/A	N/A	N/A	N/A	N/A	N/A		

Strategy Trading Standards
Managed By Allan, Muriel; Sievwright, Karen

Category	PI Code	Short Name	Current Target	2018/19	2019/20	2020/21	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
Local	ENVDV201	Percentage of clients who were 'very satisfied' or 'fairly satisfied' with the consumer complaint service.	95%	93%	100%	N/A	Not measured for Quarters					8 of 10 were very satisfied and 2 were fairly satisfied. The numbers are low because a member of staff retired in November 2019 and the service does very little consumer advice now.	
Nat(b)	ENVDV215a	Cost of Trading Standards, Money Advice and Citizen Advice per 1,000 population.	N/A	£4,837	£4,999	N/A	Not measured for Quarters					Moray - Cost of Trading Standards, Money Advice and Citizen Advice per 1,000 population = £4,999 (Rank 13th highest) Comparator Benchmarking: N. Ayrshire - £2,598 (Rank 1 - lowest) East Lothian - £3,091 (Rank 5) Perth & Kinross - £3,152 (Rank 6) E. Ayrshire - £4,221 (Rank 9) S. Ayrshire - £6,545 (Rank 19) Fife - £7,006 (Rank 22) Stirling - £7,812 (Rank 24) Scotland - £5,952	
Local	ENVDV253	Number of Reports to the Procurator Fiscal	N/A	9	7	3	0	0	3	N/A	N/A		