

















PR Scrutiny PI Report



Please note that some data may have changed since it was presented to the scrutiny committee. This is primarily due to updates from the Improvement Service, which is responsible for maintaining the LGBF data. Additionally, there are a few instances where new data became available after the initial submission.

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

















Customer

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Protective Services Stage 1 Complaints actioned < 5 days	71%	67%	92%	100%	91%		
Protective Services Stage 2 Complaints actioned < 20 days	85%	94%	78%	88%	74%		
Customer satisfaction rating Building Standards - Fife	7.6	7.6	7.2	7.3	8.4		
% of tobacco & NVP retailers given advice	22.40%	0.60%	9.10%	20%	20.10%		



























LGBF

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Trading standards cost per 1,000 population Fife (LGBF)	£7,010	£7,220	£7,490	£9,160	N/A		
Environmental health cost per 1,000 population Fife (LGBF)	£9,308	£7,879.60	£8,125.90	£9,417.40	N/A		

Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Protective Services - Average WDL per FTE	DIV/0	DIV/0	DIV/0	10.42	8.46		
Protective Services - Average Long Term WDL per FTE		DIV/0	7.16	8.54	5.46		
Protective Services Workforce who are Female (%)	45.90%	45.30%	45.30%	49%	47.70%		
Protective Services Workforce who are Full-time (%)	87.80%	89.50%	89.50%	92.20%	89.70%		
Protective Services Workforce who are Permanent Employees (%)	85.70%	86.30%	96.80%	95.10%	95.30%		
Protective Services Employees aged 24 and under (%)	1%	1.10%	0%	2%	1.90%		
Protective Services Employees aged 29 and under (%)	3.10%	3.20%	3.20%	7.80%	8.40%		
Protective Services Employees aged 55 and over (%)	23.50%	26.30%	31.60%	31.40%	32.70%		

Service Operations

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Building Warrants responded to <20 working days % Fife	99.10%	98.40%	99%	97%	97%		
% of building warrants issued <=10 days of receipt of all additional information requested	82.24%	91.20%	85.50%	82.48%	78.43%		
Average working days to issue building warrant - Fife	55.7	50.6	56.5	67.3	69.6		
Reported scams resulting in an intervention (%)	56%	71.70%	63.70%	80.10%	80.34%		
% of failures under initial test purchase of tobacco/NVPs	7.90%	*0	*0	*0	12.20%		
Annual Mean NO2 monitoring Cupar	24	21	20	18	20		
Annual Mean NO2 monitoring Dunfermline	21	15	16	15	15		
Annual Mean NO2 monitoring Kirkcaldy	16	12	14	12	13		
Annual Mean NO2 monitoring Rosyth	22	15	19	18	17		
Annual Mean PM10 monitoring Cupar	16.1	12.4	14.3	15.4	13.2		
Annual Mean PM10 monitoring Dunfermline	12.3	9.4	10.6	13.2	12.1		
Annual Mean PM10 monitoring Kirkcaldy	12.8	9.9	10.3	12.1	9.9		
Annual Mean PM10 monitoring Rosyth	11.0	10.00	10.9	12.1	9.9		

* No test purchases of tobacco or e-cigarettes we carried out during these years due to the Covid pandemic, therefore there were no failures.