

Protective Services Scrutiny PI
Report

Key KPI Status: OK Warning Alert Data only Unknown Trend: Improving No change Getting worse

Customer								
Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Protective Services Stage 1 Complaints actioned < 5 days	92%	100%	91%	100%	80%	90%		
Protective Services Stage 2 Complaints actioned < 20 days	78%	88%	74%	88%	47%	85%		
Customer satisfaction rating Building Standards - Fife	7.2	7.3	8.4	9.1	*5.8	7.5		
% of tobacco & NVP retailers given advice	9.10%	20%	20.10%	20.10%	20.70%	20%		

*Provisional Data

LGBF								
Performance Indicator	2021/22	2022/23	2023/24	2024/25	Family Group Av 2024-25	Target	Status	Long Trend
Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 population (LGBF)	£7,571.18	£9,539.84	£9,192.39	£8,773.62	£5,887	£7,513		
Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 population (LGBF)	£8,210.20	£9,205.96	£9,588.56	£10,446.69	£13,874	£16,066		

Resources

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Building standards verification fee income	217.85	214.04	399.5	184.95	251.41	140		
Protective Services - Average WDL per FTE	DIV/0	10.42	8.46	9.65	7.47	9.6		
Protective Services - Average Long Term WDL per FTE	7.16	8.54	5.46	7.29	4.61	7.2		
Protective Services Workforce who are Female (%)	45.30%	49%	47.70%	49.10%	49.50%	Target not appropriate		
Protective Services Workforce who are Full-time (%)	89.50%	92.20%	89.70%	91.20%	89.20%	Target not appropriate		
Protective Services Workforce who are Permanent Employees (%)	96.80%	95.10%	95.30%	93.90%	96.40%	Target not appropriate		
Protective Services Employee Turnover	N/A	N/A	9.35%	7.89%	7.21%	10%		
Protective Services Employees aged 24 and under (%)	0%	2%	1.90%	6.10%	5.40%	Target not appropriate		
Protective Services Employees aged 25 to 39 (%)	12.63%	14.71%	19.63%	23.68%	18.92%	Target not appropriate		
Protective Services Employees aged 40 to 54 (%)	55.79%	51.96%	45.79%	40.35%	36.04%	Target not appropriate		
Protective Services Employees aged 55 and over (%)	31.60%	31.40%	32.70%	30.70%	39.60%	Target not appropriate		

Service Operations

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Building Warrants responded to <20 working days % Fife	99%	97%	97%	92.10%	76.10%	95%		
% of building warrants issued <=10 days of receipt of all additional information requested	85.50%	82.48%	78.43%	68.68%	49.49%	90%		
Average working days to issue building warrant - Fife	56.5	67.3	69.6	83.8	61	80		
Reported scams resulting in an intervention (%)	63.70%	80.10%	80.30%	84.80%	80%	Target not appropriate		
% of failures under initial test purchase of tobacco/NVPs	DIV/0	DIV/0	12.20%	19.10%	25.5%	10%		
Annual Mean NO2 monitoring Cupar	20	18	20	18	16.2	Target not appropriate		
Annual Mean NO2 monitoring Dunfermline	16	15	15	14	13.1	Target not appropriate		
Annual Mean NO2 monitoring Kirkcaldy	14	12	13	12.5	12.7	Target not appropriate		
Annual Mean NO2 monitoring Rosyth	19	18	17	13.7	14.4	Target not appropriate		
Annual Mean PM10 monitoring Cupar	14.3	15.4	13.2	11.9	13.4	Target not appropriate		
Annual Mean PM10 monitoring Dunfermline	10.6	13.2	12.1	10.7	12.2	Target not appropriate		
Annual Mean PM10 monitoring Kirkcaldy	10.3	12.1	9.9	10.2	11	Target not appropriate		
Annual Mean PM10 monitoring Rosyth	10.9	12.1	9.9	10.6	12.8	Target not appropriate		