ABERDEEN CITY COUNCIL

2008-9 Statistics Tables – Explanatory Notes and Commentary

Tables: Attached are summary details of the contacts and complaints about your Council that the SPSO received and determined in 2008-09. Table 1 details total contacts (by our subject categories) received for your Council for 2007-08 and 2008-09, alongside the total of local authority complaints for these years. We recorded 58 complaints about the Council, compared to 45 in the previous year. Table 2 shows the outcomes of complaints determined by the SPSO in 2008-09.

Graphs: The first graph provides a visual representation of the information from the right side of Table 1. You'll see that in 2008-09 your Council was above the national average in terms of complaints about education and social work. Your Council was below the average for complaints about planning. We received more complaints for your Council about social work and education, and fewer complaints about finance, than in the previous year.

The second graph shows for each Council the percentage of complaints that we received and determined as premature, against the national average in 2008-9 (60%). We consider a complaint to be premature when it reaches us before the complainant has been through the full complaints process of the organisation. The graph does not reflect the number of premature complaints that we received about your Council, but shows how your Council, proportionately, compares against the average for Scottish local authorities. Your Council is number 12 on the graph, slightly above the average. You'll see from Table 2 that the actual number of premature complaints for your Council was 37 out of a total of 59 complaints determined (63% of the total for your Council). This was an increase on the previous year's figure of 22 out of 47 (47% of the total for your Council).

NB We don't adjust any of our figures to mitigate the impact of housing stock transfer. It's evident, however, that there's a tendency for authorities that retain housing stock to receive more complaints and to fall higher within the prematurity graph than those that have undertaken stock transfer. This is to be expected given that housing complaints are usually the largest category of complaint and that there's a disproportionately high incidence of prematurity with housing complaints.

Complaints and Recommendations Reported to Parliament
We reported on only one complaint about your Council in 2008-09, which we did not uphold. A summary sheet is attached.

We discontinued one complaint about your Council at the investigation stage. We did not report on this complaint.
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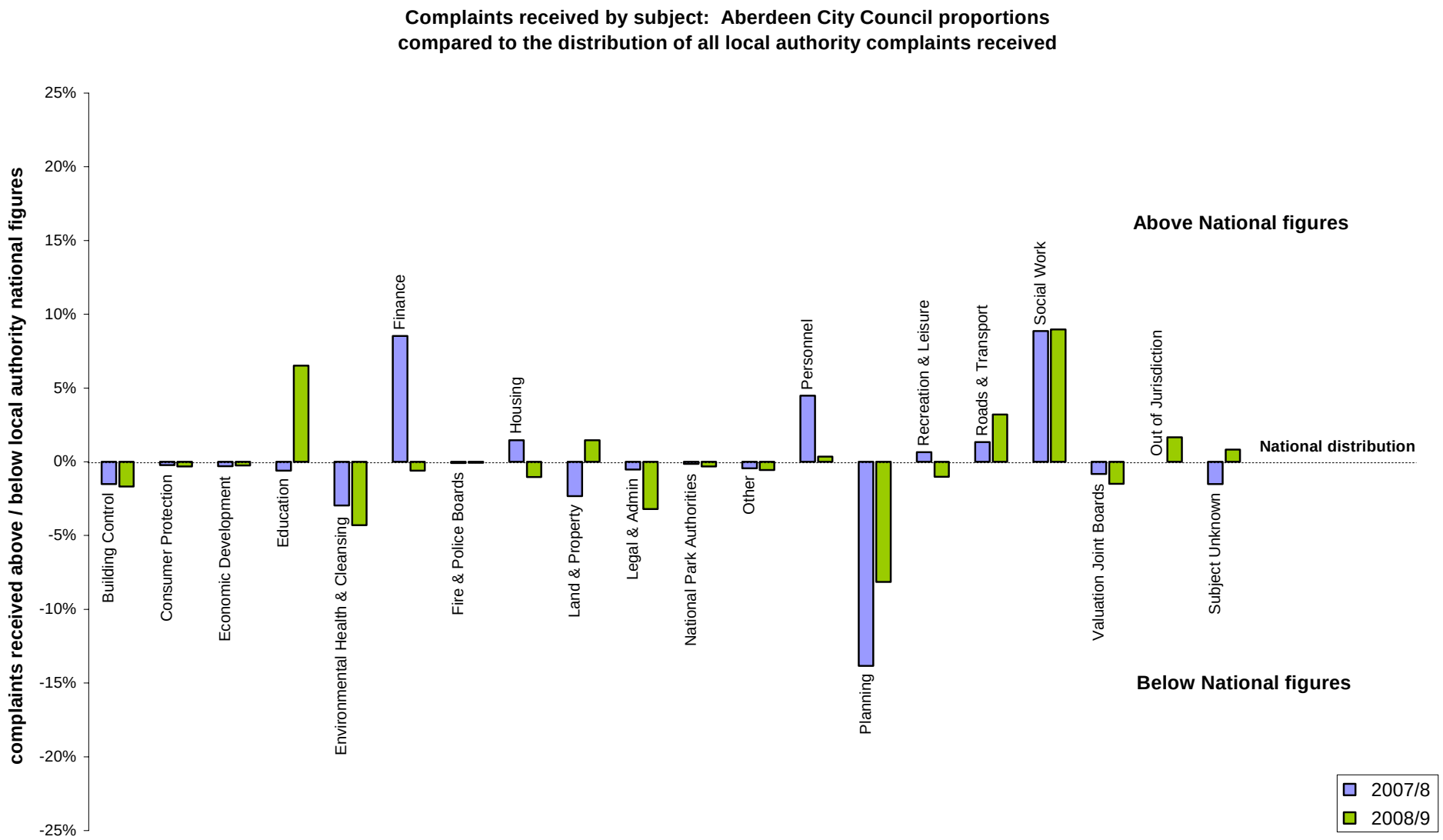
We hope that you find this summary information useful. If you have any enquiries about the statistics, please contact Annie White, SPSO Casework Knowledge Manager, on 0131 240 8843 or email awhite@spso.org.uk. Fuller statistical reports are available on our website at: http://www.spso.org.uk/statistics/index.php.

Aberdeen City Council

Table 1

	2007/8					**2008/9**				
Received by Subject	***Total Contacts***	***Complaints Only***	*complaints as % of total*	***All Local Authority Complaints***	*complaints as % of total*	**Total Contacts**	**Complaints Only**	complaints as % of total	**All Local Authority Complaints**	complaints as % of total
Building Control	*0*	*0*	*0%*	*20*	*2%*	0	0	0%	27	2%
Consumer Protection	*0*	*0*	*0%*	*3*	*0%*	0	0	0%	5	0%
Economic Development	*0*	*0*	*0%*	*4*	*0%*	0	0	0%	4	0%
Education	*4*	*2*	*4%*	*67*	*5%*	8	7	12%	89	6%
Environmental Health & Cleansing	*2*	*1*	*2%*	*69*	*5%*	0	0	0%	69	4%
Finance	*10*	*8*	*18%*	*123*	*9%*	5	5	9%	148	9%
Fire & Police Boards	*0*	*0*	*0%*	*1*	*0%*	0	0	0%	1	0%
Housing	*17*	*14*	*31%*	*394*	*30%*	17	16	28%	459	29%
Land & Property	*0*	*0*	*0%*	*31*	*2%*	2	2	3%	32	2%
Legal & Admin	*5*	*2*	*4%*	*66*	*5%*	2	1	2%	79	5%
National Park Authorities	*0*	*0*	*0%*	*2*	*0%*	0	0	0%	5	0%
Other	*0*	*0*	*0%*	*6*	*0%*	1	0	0%	9	1%
Personnel	*3*	*3*	*7%*	*29*	*2%*	1	1	2%	22	1%
Planning	*3*	*2*	*4%*	*243*	*18%*	5	5	9%	269	17%
Recreation & Leisure	*1*	*1*	*2%*	*21*	*2%*	1	1	2%	44	3%
Roads & Transport	*4*	*3*	*7%*	*71*	*5%*	5	5	9%	87	5%
Social Work	*9*	*9*	*20%*	*148*	*11%*	13	12	21%	188	12%
Valuation Joint Boards	*0*	*0*	*0%*	*11*	*1%*	0	0	0%	24	1%
Out of Jurisdiction	*0*	*0*	*0%*	*0*	*0%*	1	1	2%	1	0%
Subject Unknown	*0*	*0*	*0%*	*20*	*2%*	2	2	3%	42	3%
Total	***58***	***45***		***1,329***		**63**	**58**		**1,604**	


Complaints received by subject: Aberdeen City Council proportions
compared to the distribution of all local authority complaints received
complaints received above / below local authority national figures
25%
20%
15%
10%
5%
0%
-5%
-10%
-15%
-20%
-25%
Above National figures
Below National figures
National distribution
Building Control
Consumer Protection
Economic Development
Education
Environmental Health & Cleansing
Finance
Fire & Police Boards
Housing
Land & Property
Legal & Admin
National Park Authorities
Other
Personnel
Planning
Recreation & Leisure
Roads & Transport
Social Work
Valuation Joint Boards
Out of Jurisdiction
Subject Unknown
2007/8
2008/9

Aberdeen City Council

Table 2

Complaints Determined by Outcome		*2007/8*	*All Local Authority*	2008/9	All Local Authority
Assessment	Premature	*22*	*760*	37	923
	Out of Jurisdiction	*5*	*154*	5	102
	Withdrawn or failed to provide information before investigation	*3*	*178*	7	158
	Discontinued or suspended before investigation	*3*	*42*	0	12
Examination	Determined after detailed consideration	*10*	*240*	8	279
Investigation	Report issued: not upheld	*1*	*82*	1	25
	Report issued: partially upheld	*1*	*62*	0	22
	Report issued: fully upheld	*1*	*23*	0	15
	Withdrawn or failed to provide information during investigation	*0*	*4*	0	1
	Discontinued or suspended during investigation	*1*	*13*	1	9
	Total	***47***	***1,558***	**59**	**1,546**

Aberdeen City Council

Published	Case Ref.	Summary	Decision	Recommendation(s)
21/05/08	200502524	(a) there was inaction or inappropriate action taken by the Council in response to Mr C's complaints about anti-social behaviour (not upheld); and (b) the Council's response to Mr C's complaint about their alleged inaction or inappropriate action was inadequate and inappropriate (not upheld).	not upheld	The Ombudsman has no recommendations to make.