

# COMHAIRLE NAN EILEAN SIAR

## Statistics Tables – Explanatory Notes and Commentary

Attached are summary details of the enquiries and complaints about your Council that the SPSO has received and determined.

The first document attached shows (in Table 1) details of total contacts (by complaint subject) received for your Council for 2006-07 and 2007-08, along with the total of local authority complaints for 2007-08. Table 2 shows the outcomes of complaints about your Council determined by the SPSO in 2007-08.

Please note that, as the notes accompanying the tables explain, we changed our incoming logging procedures in April 2007, which has implications for comparing 2007-08 complaints data with previous years. The total numbers of contacts (enquiries plus complaints) received for each year are not affected and are therefore directly comparable. However, the figures shown as 'complaints only' in Table 1 are recorded on a different basis in each year and are, therefore, not directly comparable. Similarly, the change to our logging procedure has affected comparison of cases determined between 2006-07 and 2007-08 in Table 2.

### Prematurity rates

A graph is also enclosed showing for each Council the percentage of complaints that we identified as premature, and the national average for all Councils. Your Council is number 13 on that graph. We consider a complaint to be premature when it reaches us before the complainant has been through the full complaints process of the organisation concerned. Please note that the graph does not reflect the number of premature complaints that we received about your Council, but shows how your Council, proportionally, compares against the average for all Scottish local authorities. The actual number of premature complaints for your Council was 6, which was half of the total determined, and a slight decrease, proportionally, on the previous year.

Please note that no adjustments have been made in the graph to estimate the impact of housing stock transfer. It is evident, however, that there is a tendency for authorities that retain housing stock 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 is a disproportionately high incidence of prematurity with housing complaints.

The SPSO considers it important that organisations have the chance to resolve complaints through their own procedures and we are actively working with service providers with the aim of reducing the number of complaints that reach us prematurely. You will be aware that our Valuing Complaints website (<http://www.valuingcomplaints.org.uk/>) contains information designed to assist with such issues, and that our Outreach Team ([ask@spsa.org.uk](mailto:ask@spsa.org.uk)) are pleased to answer enquiries about how we can support your Council.

### Investigated Complaints and Recommendations

We investigated two complaints about your Council in 2007-08, of which we upheld one, and partially upheld the other. We have attached a summary sheet showing

these complaints, and summarising any recommendations made. As you are no doubt aware, where she thinks it appropriate, the Ombudsman may make recommendations even where a complaint is not upheld, if she believes that there are lessons that may be learned. You will also be aware that SPSO Complaints Investigators will be following up to find out what changes have been made as a result of recommendations.

In both of the complaints investigated, recommendations were made about the handling of the complaint through the Council complaints process.

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We hope that you find this summary information useful. If you have any enquiries about the statistics provided, please contact Annie White, SPSO Casework Knowledge Manager, on 0131 240 8843 or by emailing [awhite@spsso.org.uk](mailto:awhite@spsso.org.uk). Fuller statistical reports are available on the SPSO website at: <http://www.spsso.org.uk/statistics/index.php>.

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Table 1

Received by Subject	2006/7		2007/8		complaints as % of total	All Local Authority Complaints		complaints as % of total
	Total Contacts	Complaints Only	Total Contacts	Complaints Only		All Local Authority Complaints	complaints as % of total	
Building Control	1	1	1	1	10%	20	2%	
Consumer protection	0	0	0	0	0%	3	0%	
Economic development	1	0	0	0	0%	4	0%	
Education	0	0	4	3	30%	67	5%	
Env Health & Cleansing	0	0	0	0	0%	69	5%	
Finance	2	1	0	0	0%	123	9%	
Fire & police boards	0	0	0	0	0%	1	0%	
Housing	2	1	1	1	10%	394	30%	
Land & Property	4	3	0	0	0%	31	2%	
Legal & admin	3	1	1	1	10%	66	5%	
National Park Authorities	0	0	0	0	0%	2	0%	
Other	0	0	0	0	0%	6	0%	
Personnel	1	1	2	1	10%	29	2%	
Planning	1	1	0	0	0%	243	18%	
Recreation & Leisure	0	0	1	1	10%	21	2%	
Roads	0	0	2	2	20%	71	5%	
Social Work	3	2	2	0	0%	148	11%	
Valuation Joint Boards	0	0	0	0	0%	11	1%	
Out of jurisdiction	1	1	0	0	0%	0	0%	
Subject unknown	0	0	0	0	0%	20	2%	
<b>Total</b>	<b>19</b>	<b>12</b>	<b>14</b>	<b>10</b>		<b>1,329</b>		

Note about comparing 2007-08 complaint numbers to the previous year:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 complaints data with previous years. Of the total number of local authority complaints received in 2007-08, we estimate that approximately 33% could previously have been classed as enquiries. This does not affect the number of total contacts (enquiries + complaints) received.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

Table 2

Complaints Determined by Outcome		2006/7	2007/8
Assessment	Premature	7	6
	Out of jurisdiction	3	1
	Discontinued or suspended before investigation	0	1
	Withdrawn / Failed to provide information before investigation	2	1
Examination	Determined after detailed consideration	0	1
Investigation	Report Issued - Not Upheld	0	0
	Report Issued - Partially Upheld	1	1
	Report Issued - Fully Upheld	0	1
	Discontinued during investigation	0	0
	Withdrawn / Failed to provide information during investigation	0	0
<b>Total</b>		<b>13</b>	<b>12</b>

Note about comparing 2007-08 complaint numbers to the previous year:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 complaints data with previous years.

Of the total number of local authority complaints determined at the assessment stage in 2007-08, we estimate that approximately 39% could previously have been classed as enquiries. There has been no change to cases determined at examination or investigation stages.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

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	Case Ref	Summary	Finding	Recs	Recommendation(s)
18/07/07	200503386	communication from the Council in response to Ms C's concerns about her children's removal from School X and the subsequent handling of her complaint was inadequate (upheld).	Upheld	YES	The Ombudsman recommends that the Council: (i) ensure that information given to complainants at the end of each stage of the complaints process is sufficient to allow them to consider whether or not to proceed; (ii) emphasise in guidance to relevant staff that when faults have been identified, consideration is given to making an appropriate apology and information given of any action taken to improve Council process and procedures as a result of their complaint; and (iii) formally apologise to Ms C for the failing identified by the Panel on 2 December 2005. The Council have accepted the recommendations and will act on them accordingly.
22/08/07	200502985	(a) the sale of the land was not carried out appropriately by the Council (partially upheld); (b) Mr C should not have been served with the notice to demolish the Shed (not upheld); and (c) Mr C's complaints were not handled adequately (upheld).	Partially upheld	YES	(i) apologise to Mr C for the fact that he was wrongly informed that a consultation had taken place and he had been excluded from this; (ii) review the Council's procedures about land sales with reference to notification and consultation; (iii) clarify in their guidance to staff on their complaints procedure that complainants need to be kept informed of the process and that formal complaints should always be dealt with through the complaints process; and (iv) apologise to Mr C for the poor handling of his complaint. The Council have accepted the recommendations and will act on them accordingly.