

Health cases closed by subject and outcome 2006-2007

Subject	Withdrawn / failed to provide information before investigation	Discontinued before investigation	Out of jurisdiction	Premature	Withdrawn / failed to provide information during investigation	Discontinued during investigation	Not Upheld	Partially Upheld	Fully Upheld	Grand Total
Ambulance	1	1	1	2	0	0	0	3	0	8
FHS - Audiology	0	0	0	0	0	0	1	0	0	1
FHS - Community & District Nurses & Midwives	1	0	0	1	0	0	0	1	0	3
FHS - Community Psychiatric Nurses (CPNs)	1	0	4	0	0	0	1	0	0	6
FHS - Dental & Orthodontic Services	7	7	7	5	0	2	7	3	3	41
FHS - GP & GP Practice	11	17	17	14	2	3	20	7	1	92
FHS - Other	1	0	0	1	0	0	2	0	0	4
FHS - Podiatry	0	0	1	0	0	0	0	0	0	1
Hospitals - Accident & Emergency	1	3	2	1	0	0	2	2	0	11
Hospitals - Cardiology	1	1	1	0	0	0	1	2	0	6
Hospitals - Care of the Elderly	3	7	2	6	0	0	4	5	1	28
Hospitals - Dermatology	0	1	0	1	0	0	0	0	0	2
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	0	2	1	1	0	0	1	0	2	7
Hospitals - General Medical	9	13	8	14	1	0	11	9	3	68
Hospitals - General Surgical	3	3	6	3	0	1	5	3	1	25
Hospitals - Gynaecology & Obstetrics (Maternity)	2	3	1	4	0	0	2	1	0	13
Hospitals - Maxillofacial / Ear Nose & Throat	0	1	1	1	0	0	0	1	0	4
Hospitals - Neurology	1	1	1	3	0	0	1	1	0	8
Hospitals - Oncology	0	1	0	4	0	0	0	2	1	8
Hospitals - Orthopaedics	2	0	0	4	0	0	0	1	0	7
Hospitals - Other	5	4	3	4	0	0	4	3	0	23
Hospitals - Paediatrics	0	1	2	0	0	0	1	0	0	4
Hospitals - Physiotherapy	0	1	1	0	0	0	1	0	1	4
Hospitals - Psychiatry	4	2	3	4	0	1	5	0	2	21
Hospitals - Psychology	0	1	0	0	0	0	1	1	0	3
NHS Boards (including Special Health Boards and NHS 24)	4	4	7	7	0	1	1	2	1	27
NHS National Services	0	0	0	1	0	0	0	0	0	1
Not Otherwise Covered	1	4	1	0	1	0	0	0	0	7
Out of Jurisdiction	0	0	1	0	0	0	0	0	0	1
Section 2(2) Request	0	0	1	0	0	0	0	0	0	1
Grand Total	58	78	72	81	4	8	71	47	16	435

Housing Association cases closed by subject and outcome 2006-2007

Subject	Withdrawn / Failed to provide information before investigation	Discontinued before investigation	Out of jurisdiction	Premature	Withdrawn / Failed to provide information during investigation	Discontinued during investigation	Not Upheld	Partially Upheld	Fully Upheld	Grand Total
Acquisition, home loss, disturbance	0	0	0	1	0	0	0	0	0	1
Applications, allocations, transfers	0	2	3	10	0	0	0	0	1	16
Calculation of rent and/or service charges	0	1	0	5	0	0	0	0	0	6
Community care	0	0	1	0	0	0	1	0	0	2
Complaints handling	0	3	1	9	1	0	0	1	0	15
Continuing care	0	0	0	1	0	0	0	0	0	1
Estate management	0	0	1	1	0	0	1	0	0	3
Factoring and other services	0	1	7	4	0	0	0	0	0	12
Hedges & fences	0	0	0	3	0	0	1	0	1	5
Improvements and alterations	1	0	2	5	0	0	0	0	0	8
Neighbour problems	0	0	3	14	0	0	1	0	0	18
Other	0	0	2	1	0	0	0	0	0	3
Policy/administration	0	1	5	14	0	0	2	1	0	23
Repairs and maintenance of housing stock (incl dampness and infestations)	4	2	4	27	0	1	4	3	0	45
Right to buy	0	1	0	0	0	0	0	1	0	2
Shared ownership	0	1	0	0	0	0	0	0	0	1
Terminations	0	0	0	1	0	0	0	0	0	1
Grand Total	5	12	29	96	1	1	10	6	2	162

Local Authority cases closed by subject and outcome 2006-2007

Subject	Withdrawn / Failed to provide information before investigation	Discontinued before investigation	Out of jurisdiction	Premature	Withdrawn / Failed to provide information during investigation	Discontinued during investigation	Not Upheld	Partially Upheld	Fully Upheld	Grand Total
Building control	1	0	6	7	0	0	0	1	0	15
Economic development	1	0	1	0	0	0	0	0	0	2
Education	4	4	11	15	0	0	6	6	3	49
Environmental health & cleansing	3	3	5	28	0	0	5	1	0	45
Finance	6	11	17	54	0	1	3	4	1	97
Fire & police boards	0	1	2	0	0	0	0	0	0	3
Housing	27	18	24	172	1	2	10	11	8	273
Land & Property	3	1	9	13	0	0	4	2	0	32
Legal & admin	2	4	30	15	0	0	2	5	0	58
National Park Authorities	1	0	0	0	0	0	5	0	0	6
Other	3	1	4	2	0	0	0	0	0	10
Personnel	1	2	18	1	0	0	0	0	0	22
Planning	22	30	30	107	0	1	18	12	5	225
Recreation & leisure	0	5	2	6	0	0	4	1	1	19
Roads & transport	3	9	7	27	0	0	6	1	0	53
Social work	11	9	22	62	0	0	7	1	3	115
Valuation Joint Boards	0	1	1	0	0	1	0	0	0	3
Out of jurisdiction	0	0	2	0	0	0	0	0	0	2
Grand Total	88	99	191	509	1	5	70	45	21	1029

Scottish Executive and Devolved Administration cases closed by subject and outcome 2006-2007

Subject	Withdrawn / Failed to provide information before investigation	Discontinued before investigation	Out of Jurisdiction	Premature	Withdrawn / Failed to provide information during investigation	Discontinued during investigation	Not Upheld	Partially Upheld	Fully Upheld	Grand Total
Agriculture & Fishing	0	1	3	1	0	0	0	0	0	5
Care	2	2	1	5	0	0	1	2	1	14
Commissioners & Ombudsmen	0	0	3	8	0	0	1	0	0	12
Courts administration	1	2	3	4	0	0	0	0	0	10
Crofting	2	0	2	1	0	0	2	1	1	9
Education	0	2	1	1	0	0	0	0	0	4
Enterprise bodies	1	0	2	1	0	0	0	0	0	4
Environment	0	0	1	1	0	0	0	2	0	4
Finance	0	1	2	3	0	0	0	0	0	6
Health	0	0	4	2	0	0	2	0	0	8
Legal Aid	1	0	1	3	0	0	0	0	0	5
Other devolved administration, not otherwise covered	0	5	5	6	0	0	0	0	0	16
Planning	1	0	2	3	0	0	2	0	0	8
Prisons	1	1	0	8	0	0	4	0	0	14
Qualifications	0	0	1	1	0	0	0	0	0	2
Records	0	1	4	0	0	0	0	0	0	5
Roads & Transport	0	0	0	3	0	0	0	0	0	3
Scottish Executive, not otherwise covered	1	4	9	4	0	0	0	0	0	18
Student Awards	0	1	1	0	0	0	0	1	0	3
Out of Jurisdiction	0	0	3	0	0	0	0	0	0	3
Section 2(2) Request	0	1	0	0	0	0	0	0	0	1
Grand Total	10	21	48	55	0	0	12	6	2	154

Scottish Further & Higher Education cases closed by subject and outcome 2006-2007

Sector	Subject	Withdrawn / Failed to provide information before investigation	Discontinued before investigation	Out of jurisdiction	Premature	Withdrawn / Failed to provide information during investigation	Discontinued during investigation	Not Upheld	Partially Upheld	Fully Upheld	Grand Total
Further Education	Academic appeal/exam results/degree classification	0	1	0	0	0	0	0	0	0	1
	Policy/administration	0	0	0	2	0	0	0	0	0	2
Further Education Total		0	1	0	2	0	0	0	0	0	3
Higher Education	Academic appeal/exam results/degree classification	1	0	3	4	0	0	2	1	0	11
	Admissions	0	0	0	1	0	0	0	0	0	1
	Anti-social behaviour	0	0	0	1	0	0	0	0	0	1
	Complaints handling	0	0	1	2	0	0	0	0	0	3
	Other	0	0	0	2	0	0	0	0	0	2
	Personnel matters	0	0	2	0	0	0	0	0	0	2
	Policy/administration	1	0	2	4	0	0	2	0	0	9
Teaching and supervision	1	0	0	1	0	0	2	0	0	4	
Higher Education Total		3	0	8	15	0	0	6	1	0	33
Scottish Further & Higher Education Total		3	1	8	17	0	0	6	1	0	36