

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 22 complaints about the Council, compared to 27 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 still above the national average in terms of complaints about planning. We received significantly fewer complaints about planning, however, 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 30 on the graph, well below the average. You'll see from Table 2 that the actual number of premature complaints for your Council was nine, out of a total of 23 complaints determined (39% of the total for your Council). This was the same percentage as the previous year's figure (when 12 out of 31 complaints determined were premature).

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 one complaint about your Council in 2008-09, which we upheld. Attached is a summary sheet showing details of this complaint, and summarising the recommendations made.

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Complaints and Recommendations Reported to Parliament

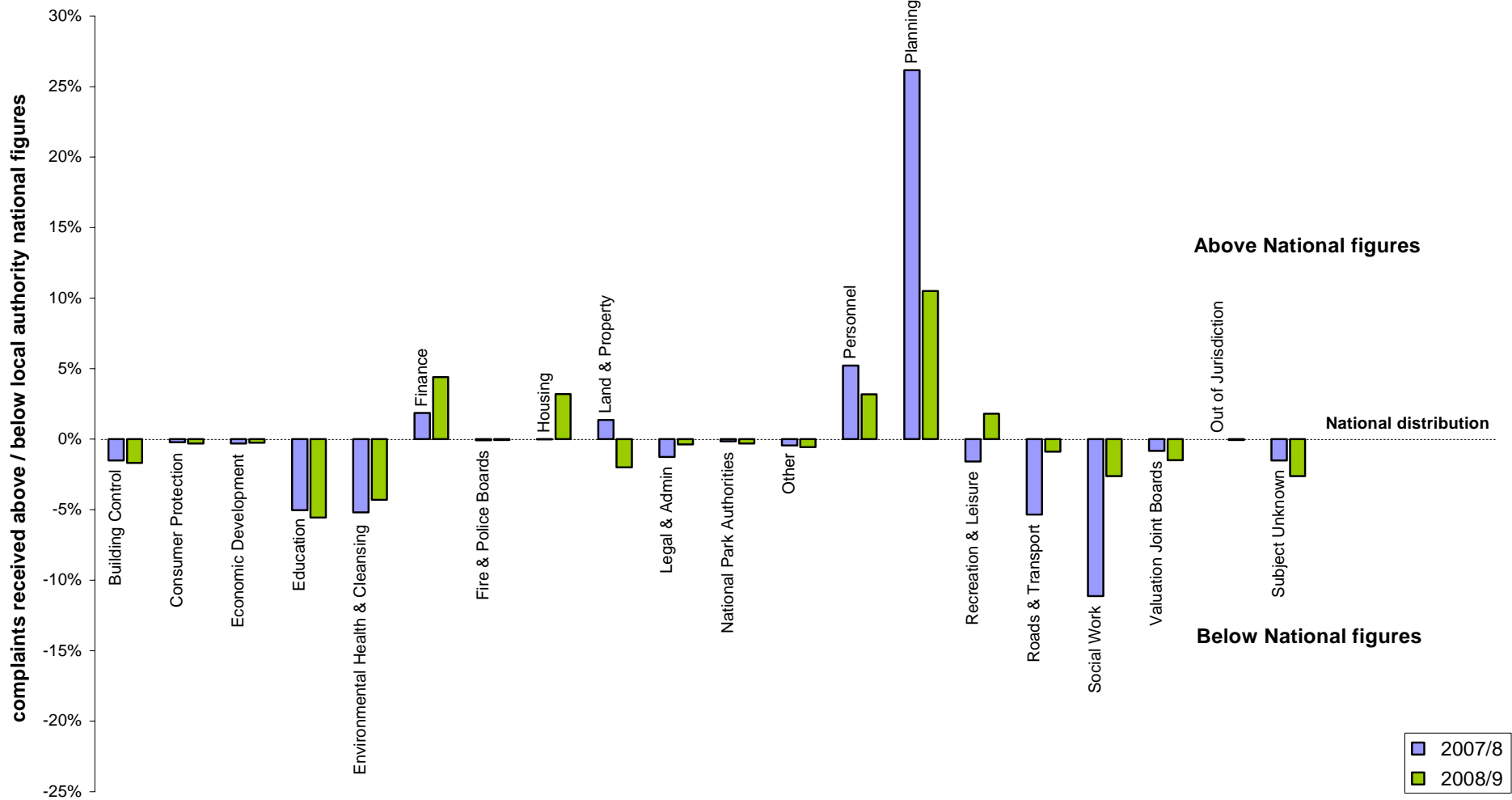
We hope that you find this summary information useful. If you have any enquiries about the statistics, please contact Annie White, SPSO Casework Knowledge Manager, on 0131 240 8843 or email awhite@spsso.org.uk. Fuller statistical reports are available on our website at: <http://www.spsso.org.uk/statistics/index.php>.

Angus Council

Table 1

Received by Subject	2007/8			2008/9			
	Total Contacts	Complaints Only	complaints as % of total	All Local Authority Complaints	complaints as % of total	All Local Authority Complaints	complaints as % of total
Building Control	0	0	0%	20	2%	0	27
Consumer Protection	0	0	0%	3	0%	0	5
Economic Development	0	0	0%	4	0%	0	4
Education	1	0	0%	67	5%	0	89
Environmental Health & Cleansing	0	0	0%	69	5%	0	69
Finance	3	3	11%	123	9%	3	148
Fire & Police Boards	0	0	0%	1	0%	0	1
Housing	10	8	30%	394	30%	7	459
Land & Property	2	1	4%	31	2%	0	32
Legal & Admin	2	1	4%	66	5%	3	79
National Park Authorities	0	0	0%	2	0%	0	5
Other	0	0	0%	6	0%	0	9
Personnel	2	2	7%	29	2%	1	22
Planning	17	12	44%	243	18%	6	269
Recreation & Leisure	0	0	0%	21	2%	1	44
Roads & Transport	0	0	0%	71	5%	1	87
Social Work	1	0	0%	148	11%	2	188
Valuation Joint Boards	0	0	0%	11	1%	0	24
Out of Jurisdiction	0	0	0%	0	0%	0	1
Subject Unknown	0	0	0%	20	2%	0	42
Total	38	27		1,329		24	1,604

Complaints received by subject: Angus Council proportions compared to the distribution of all local authority complaints received



Angus Council

Table 2

Complaints Determined by Outcome		<i>2007/8</i>		<i>2008/9</i>	
		<i>All Local Authority</i>		<i>All Local Authority</i>	
Assessment	Premature	12	760	9	923
	Out of Jurisdiction	4	154	1	102
	Withdrawn or failed to provide information before investigation	5	178	5	158
	Discontinued or suspended before investigation	0	42	0	12
Examination	Determined after detailed consideration	6	240	7	279
Investigation	Report issued: not upheld	2	82	0	25
	Report issued: partially upheld	1	62	0	22
	Report issued: fully upheld	1	23	1	15
	Withdrawn or failed to provide information during investigation	0	4	0	1
	Discontinued or suspended during investigation	0	13	0	9
Total		31	1,558	23	1,546

Angus Council

Published	Case Ref.	Summary	Decision	Recommendation(s)
21/05/08	200601848	the Chief Executive should not have investigated Mr C's complaint to the Council due to his involvement with the selection process, which was the subject of the said complaint (upheld).	upheld	(i) remind their staff to act with caution where any conflict of interest could be reasonably perceived to exist; and (ii) introduce a procedure for complaints against the Chief Executive. This could also be utilised where the Chief Executive is unable to investigate a complaint due to a conflict of interest, thus ensuring complainants have the right to an investigation by a party not previously involved in the process. The Council have accepted the recommendations and will act on them accordingly.