## ARGYLL AND BUTE COUNCIL

## 2009-10 Statistics Tables – Explanatory Notes and Commentary

## Tables:

Attached are summary details of the complaints that the SPSO received and determined about your Council in 2009-10. Table 1 details the number of complaints (by our subject categories) <u>received</u> for your Council for 2008-09 and 2009-10, alongside the total of local authority complaints for these years. In previous years we have used this table to show the total of all contacts (enquiry calls and complaints) that we received about your council. This year we have not included enquiry calls, as feedback has shown that it is more meaningful for you if we concentrate on the actual complaints received. We recorded 34 complaints about the Council, compared to 48 in the previous year.

Table 2 shows the outcomes of complaints <u>determined</u> about your Council by the SPSO in 2009-10. Received and determined numbers do not normally tally exactly, as figures tend to include cases carried forward from the previous year.

**Graph of prematurity rates:** The anonymised graph shows, for each Council, the percentage of complaints that we received and determined as premature, against the national average in 2009-10 (55%). This represents a decrease on the 2008-9 average of 60%, which is to be welcomed. Figures have been rounded up or down to the nearest whole percentage.

We consider a complaint to be premature when it reaches us before the complainant has been through the full complaints process of your organisation. The graph does not reflect the <u>number</u> 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 21 on the graph, just below the average. You will see from Table 2 that the actual number of premature complaints for your Council was 20 out of a total of 38 complaints determined (53% of the total for your Council). The previous year's figure was 28 out of 40 (70% of the total for your Council). The proportion of premature complaints has therefore reduced significantly, against a slightly reduced number of complaints determined.

NB We do not adjust our figures to mitigate the impact of housing stock transfer. It is evident, however, that there is 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 is a disproportionately high incidence of prematurity in housing complaints.

## **Reported Complaints and Recommendations**

We did not investigate and report on any complaints about your Council in 2009-10.

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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@spso.org.uk. Statistical reports are available on the SPSO website at: http://www.spso.org.uk/statistics/index.php.

| Consumer protection  | i able 1  |  |             |           |              |                          |
|--|-----------|--|-------------|-----------|--------------|--------------------------|
| Building Control   |           |  |             |           |              |                          |
| Building Control   |           |  |             |           |              |                          |
| Building Control   |           |  |             |           |              |                          |
| Building Control   |           |  |             |           |              |                          |
| Building Control   |           |  | =           |           |              |                          |
| Building Control   |           |  | 2           |           |              |                          |
| Building Control   |           |  | l no        | <u>fa</u> |              | <u>ā</u>                 |
| Building Control   |           |  | ŭ           | đ         |              | ţ<br>Q                   |
| Building Control   |           |  | <b>I</b> te | 0         |              | O<br>VO                  |
| Building Control   |           |  | Б           | ى<br>%    | <del>-</del> | ى<br>%                   |
| Building Control   |           |  | Þ           | o<br>O    | ğ            | o<br>O                   |
| Building Control   |           |  | <u>a</u>    | int       | E            | int                      |
| Building Control   |           |  | ₹           | eld       | <u>ō</u>     | eld                      |
| Building Control   | Complaint | ts Received by Subject                 | ľ           | om        | ခို          | Complaints as % of total |
| Consumer protection         0         0%         5           Economic development         0         0%         4           Education         0         0%         89           Environmental Health & Cleansing         2         4%         69           Finance         3         6%         148           Fire & Police Boards         0         0%         1           Housing         0         0%         459         2           Land & Property         2         4%         32         2           Legal & admin         4         8%         79         National Park Authorities         0         0%         5           Other         0         0%         5         0         0%         5           Other         0         0%         9  |           |  |             |           |              |                          |
| Economic development   0 0 0% 4   Education   0 0 0% 89   Environmental Health & Cleansing   2 4% 69   Finance   3 6% 148   Fire & Police Boards   0 0 0% 1   Housing   0 0 0% 459 2   2 4% 32   Legal & admin   4 8% 79   National Park Authorities   0 0 0% 9   Personnel   3 6% 22   Planning   14 29% 269   7   Roads & Transport   4 8% 87   Social Work   12 25% 188   7   1604   10   10   10   10   10   10   10   | 2008-09   |  |             |           |              | 2%                       |
| Education  |           |  |             | 0%        |              | 0%                       |
| Environmental Health & Cleansing   |           | Economic development                   | 0           | 0%        | 4            | 0%                       |
| Environmental Health & Cleansing   |           | Education                              | 0           | 0%        | 89           | 6%                       |
| Finance Fire & Police Boards Froperty Fire & Police Boards Froperty Fire & Police Boards Fire |           |  |             | 4%        |              | 4%                       |
| Fire & Police Boards   |           |  |             |           |              | 9%                       |
| Housing  |           |  |             |           |              | 0%                       |
| Land & Property  |           |  |             |           | <u> </u>     |                          |
| Legal & admin  |           |  |             |           |              | 29%                      |
| National Park Authorities   0 0 0% 5   |           |  |             | 4%        |              | 2%                       |
| Other         0         0%         9           Personnel         3         6%         22           Planning         14         29%         269         4           Recreation & Leisure         0         0%         44           Roads & Transport         4         8%         87           Social Work         12         25%         188           Valuation Joint Boards         0         0%         24           Out of Jurisdiction or Subject Unknown         3         6%         43           Total         48         1,604           2009-10         Building Control         0         0%         36           Consumer protection         0         0%         36           Consumer protection         0         0%         10           Economic development         0         0%         2           Education         3         9%         94           Environmental Health & Cleansing         3         9%         71           Finance         0         0%         143           Fire & Police Boards         0         0%         3           Housing         3         9%         432         <  |           | Legal & admin                          | 4           | 8%        | 79           | 5%                       |
| Personnel   3   6%   22  |           | National Park Authorities              | 0           | 0%        | 5            | 0%                       |
| Personnel   3   6%   22  |           | Other                                  | 0           | 0%        | 9            | 1%                       |
| Planning   |           | Personnel                              |             | 6%        |              | 1%                       |
| Recreation & Leisure   0 0 0% 44   |           |  |             |           |              | 17%                      |
| Roads & Transport   4  |           |  |             |           |              | 3%                       |
| Social Work  |           |  |             |           |              |                          |
| Valuation Joint Boards         0         0%         24           Out of Jurisdiction or Subject Unknown         3         6%         43           Total         48         1,604           2009-10         Building Control         0         0%         36           Consumer protection         0         0%         10           Economic development         0         0%         2           Education         3         9%         94           Environmental Health & Cleansing         3         9%         71           Finance         0         0%         143           Fire & Police Boards         0         0%         3           Housing         3         9%         432         2           Legal & admin         4         12%         90           National Park Authorities         0         0%         8           Other         0         0%         11         Personnel         2         6%         24           Planning         6         18%         264         4         2           Recreation & Leisure         0         0%         73         Roads & Transport         2         6%         94   |           |  |             |           |              | 5%                       |
| Out of Jurisdiction or Subject Unknown Total         3         6%         43           Total         48         1,604           2009-10         Building Control         0         0%         36           Consumer protection         0         0%         10           Economic development         0         0%         2           Education         3         9%         94           Environmental Health & Cleansing         3         9%         71           Finance         0         0%         143           Fire & Police Boards         0         0%         3           Housing         3         9%         432         2           Legal & admin         3         9%         432         2           Legal & admin         4         12%         90           National Park Authorities         0         0%         8           Other         0         0%         11           Personnel         2         6%         24           Planning         6         18%         264         4           Recreation & Leisure         0         0%         73           Roads & Transport         2   |           |  |             |           |              | 12%                      |
| Total   48   |           |  |             | 0%        |              | 1%                       |
| Building Control   0 0 0% 36   |           | Out of Jurisdiction or Subject Unknown | 3           | 6%        |              | 3%                       |
| Consumer protection         0         0%         10           Economic development         0         0%         2           Education         3         9%         94           Environmental Health & Cleansing         3         9%         71           Finance         0         0%         143           Fire & Police Boards         0         0%         3           Housing         3         9%         432         2           Land & Property         1         3%         33           Legal & admin         4         12%         90           National Park Authorities         0         0%         8           Other         0         0%         8           Other         0         0%         11           Personnel         2         6%         24           Planning         6         18%         264         1           Recreation & Leisure         0         0%         73           Roads & Transport         2         6%         94           Social Work         9         26%         199           Valuation Joint Boards         0         0%         19   |           | Total                                  | 48          |           | 1,604        |                          |
| Consumer protection         0         0%         10           Economic development         0         0%         2           Education         3         9%         94           Environmental Health & Cleansing         3         9%         71           Finance         0         0%         143           Fire & Police Boards         0         0%         3           Housing         3         9%         432         2           Land & Property         1         3%         33           Legal & admin         4         12%         90           National Park Authorities         0         0%         8           Other         0         0%         8           Other         0         0%         11           Personnel         2         6%         24           Planning         6         18%         264         1           Recreation & Leisure         0         0%         73           Roads & Transport         2         6%         94           Social Work         9         26%         199           Valuation Joint Boards         0         0%         19   | 2009-10   | Building Control                       | 0           | 0%        | 36           | 2%                       |
| Economic development         0         0%         2           Education         3         9%         94           Environmental Health & Cleansing         3         9%         71           Finance         0         0%         143           Fire & Police Boards         0         0%         3           Housing         3         9%         432         2           Land & Property         1         3%         33           Legal & admin         4         12%         90           National Park Authorities         0         0%         8           Other         0         0%         11           Personnel         2         6%         24           Planning         6         18%         264         1           Recreation & Leisure         0         0%         73           Roads & Transport         2         6%         94           Social Work         9         26%         199           Valuation Joint Boards         0         0%         19  |           |  |             |           |              | 1%                       |
| Education       3       9%       94         Environmental Health & Cleansing       3       9%       71         Finance       0       0%       143         Fire & Police Boards       0       0%       3         Housing       3       9%       432       2         Land & Property       1       3%       33         Legal & admin       4       12%       90         National Park Authorities       0       0%       8         Other       0       0%       11         Personnel       2       6%       24         Planning       6       18%       264       1         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199         Valuation Joint Boards       0       0%       19  |           |  |             |           | -            | 0%                       |
| Environmental Health & Cleansing       3       9%       71         Finance       0       0%       143         Fire & Police Boards       0       0%       3         Housing       3       9%       432       2         Land & Property       1       3%       33         Legal & admin       4       12%       90         National Park Authorities       0       0%       8         Other       0       0%       11         Personnel       2       6%       24         Planning       6       18%       264       1         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199         Valuation Joint Boards       0       0%       19  |           | ·                                      |             |           |              |                          |
| Finance       0       0%       143         Fire & Police Boards       0       0%       3         Housing       3       9%       432       2         Land & Property       1       3%       33         Legal & admin       4       12%       90         National Park Authorities       0       0%       8         Other       0       0%       11         Personnel       2       6%       24         Planning       6       18%       264       1         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199       1         Valuation Joint Boards       0       0%       19   |           |  |             |           |              | 5%                       |
| Fire & Police Boards       0       0%       3         Housing       3       9%       432       2         Land & Property       1       3%       33         Legal & admin       4       12%       90         National Park Authorities       0       0%       8         Other       0       0%       11         Personnel       2       6%       24         Planning       6       18%       264       1         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199       1         Valuation Joint Boards       0       0%       19  |           |  |             |           |              | 4%                       |
| Housing       3       9%       432       2         Land & Property       1       3%       33         Legal & admin       4       12%       90         National Park Authorities       0       0%       8         Other       0       0%       11         Personnel       2       6%       24         Planning       6       18%       264       4         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199         Valuation Joint Boards       0       0%       19  |           | Finance                                | 0           | 0%        | 143          | 8%                       |
| Land & Property       1       3%       33         Legal & admin       4       12%       90         National Park Authorities       0       0%       8         Other       0       0%       11         Personnel       2       6%       24         Planning       6       18%       264       1         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199         Valuation Joint Boards       0       0%       19   |           | Fire & Police Boards                   | 0           | 0%        | 3            | 0%                       |
| Land & Property       1       3%       33         Legal & admin       4       12%       90         National Park Authorities       0       0%       8         Other       0       0%       11         Personnel       2       6%       24         Planning       6       18%       264       1         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199         Valuation Joint Boards       0       0%       19   |           | Housing                                | 3           | 9%        | 432          | 25%                      |
| Legal & admin       4       12%       90         National Park Authorities       0       0%       8         Other       0       0%       11         Personnel       2       6%       24         Planning       6       18%       264       4         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199         Valuation Joint Boards       0       0%       19   |           | ,                                      |             |           |              | 2%                       |
| National Park Authorities         0         0%         8           Other         0         0%         11           Personnel         2         6%         24           Planning         6         18%         264         1           Recreation & Leisure         0         0%         73           Roads & Transport         2         6%         94           Social Work         9         26%         199         1           Valuation Joint Boards         0         0%         19  |           |  |             |           |              | 5%                       |
| Other         0         0%         11           Personnel         2         6%         24           Planning         6         18%         264         1           Recreation & Leisure         0         0%         73           Roads & Transport         2         6%         94           Social Work         9         26%         199         1           Valuation Joint Boards         0         0%         19   |           | _ <u> </u>                             |             |           |              | 0%                       |
| Personnel       2       6%       24         Planning       6       18%       264       1         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199       1         Valuation Joint Boards       0       0%       19   |           |  |             |           |              |                          |
| Planning       6       18%       264       1         Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199       1         Valuation Joint Boards       0       0%       19   |           |  |             |           |              | 1%                       |
| Recreation & Leisure       0       0%       73         Roads & Transport       2       6%       94         Social Work       9       26%       199       19         Valuation Joint Boards       0       0%       19   |           |  |             |           |              | 1%                       |
| Roads & Transport         2         6%         94           Social Work         9         26%         199         19           Valuation Joint Boards         0         0%         19  |           |  |             |           |              | 15%                      |
| Social Work         9         26%         199         1           Valuation Joint Boards         0         0%         19   |           | Recreation & Leisure                   |             | 0%        | 73           | 4%                       |
| Social Work         9         26%         199         1           Valuation Joint Boards         0         0%         19   |           |  | 2           | 6%        | 94           | 5%                       |
| Valuation Joint Boards 0 0% 19   |           | ·                                      |             |           |              | 11%                      |
|  |           |  |             |           |              | 1%                       |
| Subject Officiown of Out Of Juffsulction I 3% 128  |           |  |             |           |              |                          |
|  |           | •                                      |             | 3%        |              | 7%                       |
| Total 34 1,734   |           | lotal                                  | 34          |           | 1,734        |                          |

Table 2

| Complaints | s Determined By Out | Argyll and Bute Council                   |    |       |
|------------|---------------------|---|----|-------|
|            |                     | Sector Total                              |    |       |
| 2008/09    | Assessment          | Premature                                 | 28 | 923   |
|            |                     | Out of Jurisdiction                       | 2  | 102   |
|            |                     | Discontinued before Investigation         | 4  | 170   |
|            | Examination         | Determined after detailed consideration   | 5  | 279   |
|            | Investigation       | Report issued: complaint not upheld       | 1  | 25    |
|            |                     | Report issued: complaint partially upheld | 0  | 22    |
|            |                     | Report issued: complaint fully upheld     | 0  | 15    |
|            |                     | Discontinued during Investigation         | 0  | 10    |
|            |                     | Total                                     | 40 | 1,549 |
| 2009/10    | Assessment          | Premature                                 | 20 | 1,043 |
|            |                     | Out of Jurisdiction                       | 7  | 118   |
|            |                     | Discontinued before Investigation         | 2  | 194   |
|            |                     | Other                                     | 0  | 17    |
|            | Examination         | Determined after detailed consideration   | 9  | 409   |
|            | Investigation       | Report issued: complaint not upheld       | 0  | 13    |
|            |                     | Report issued: complaint partially upheld | 0  | 25    |
|            |                     | Report issued: complaint fully upheld     | 0  | 12    |
|            |                     | Discontinued during Investigation         | 0  | 6     |
|            |                     | Total                                     | 38 | 1,837 |