SPSO – Scottish Welfare Fund Independent Reviews

2016-17 reviews statistics about Perth and Kinross Council

The statistics below provide information about the reviews received from applicants in your local authority area and compare these to the overall picture of reviews across Scotland.

Cases where we change the council's decision are recorded as upheld. Uphold rates show how frequently we consider that a different decision should have been made and so are a key indicator of how councils are performing. The overall average uphold rate in 2016-17 was 32% for crisis grant reviews and 43% for community care grant reviews.

Naturally, where numbers of SPSO reviews are very low, the comparison with the overall average is not particularly meaningful. However, recording the uphold rates helps us, councils and others to set a baseline for comparison in future years and to begin to identify trends.

The second table below provides details of cases that did not progress to a full decision. Examples of the reasons for this are where applicants have contacted us prior to asking for a first tier review (premature) or where the council has advised us that they wish to change their own decision (resolved).

Authority	**Perth and Kinross Council**
Total enquiries	10

	Perth and Kinross Council – Cases closed pre-decision		
Outcome	**Community Care**	**Crisis**	**Total**
Advice only	0	1	1
Not duly made or withdrawn	0	0	0
Out of jurisdiction	0	0	0
Premature	2	1	3
Resolved	0	0	0
Total	2	2	4

Application type	Total decisions	Not upheld	Upheld	Uphold rate	National average uphold rate
Crisis	3	2	1	33%	43%
Community Care	3	3	0	0%	32%
Total	6				

Suggestions for Improvement

Where we identify potential or actual failings, we record suggestions for improvements which we highlight directly to councils. As per our Statement of Practice, these can occur both in cases where we have changed the decision and where we consider that the original decision should stand. In the interests of transparency we include these in our decision letters to applicants.

We highlight below the suggestions for improvement we have recorded for your council broken down by the 'findings type' and whether or not they were material to the decision. This information provides detail around the areas of your casework where we considered improvements could be made, and these should be a useful learning tool.

For clarity, findings that are material to the decision are those which cause us to disagree with the overall decision. You can see examples of our findings and further information about the categories in our annual report.

Authority	**Perth and Kinross Council**
Total findings	3

	Findings: material to decision	
Subject	**%**	**Total**
Communication issues - verbal	0%	0
Guidance not followed correctly	0%	0
Incorrect information	0%	0
Incorrect interpretation of information	0%	0
Insufficient information / Inquisitorial failure	0%	0
New information provided	0%	0
Other	100%	1
Total		1

	Feedback: not material to decision	
Subject	**%**	**Total**
Communication issues - verbal	0%	0
Communication issues - written	100%	2
Guidance not followed correctly	0%	0
Incorrect information	0%	0
Incorrect interpretation of information	0%	0
Insufficient information / Inquisitorial failure	0%	0
Other	0%	0
Total		2

Note that percentages may not total 100 due to rounding