

## 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.

The second document attached is a visual representation of the information from the right side of Table 1. You will see that in 2007-08 your Council was above the national average in terms of complaints about planning, and below the average for complaints about social work.

### 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 25 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 identified for your Council was 12, 39% of the complaints determined about the Council, and proportionally an increase on the previous year's figure.

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@spsso.org.uk](mailto:ask@spsso.org.uk)) are pleased to answer enquiries about how we can support your Council.

### **Investigated Complaints and Recommendations**

We investigated four complaints about your Council in 2007-08, of which we upheld one, partially upheld one and did not uphold two. 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.

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We hope that you find this summary of 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>.

## Angus Council

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		Authority Complaints		
Building Control	0	0	0	0	0%	20	2%	
Consumer protection	0	0	0	0	0%	3	0%	
Economic development	0	0	0	0	0%	4	0%	
Education	0	0	1	0	0%	67	5%	
Env Health & Cleansing	0	0	0	0	0%	69	5%	
Finance	1	1	3	3	11%	123	9%	
Fire & police boards	0	0	0	0	0%	1	0%	
Housing	12	7	10	8	30%	394	30%	
Land & Property	0	0	2	1	4%	31	2%	
Legal & admin	0	0	2	1	4%	66	5%	
National Park Authorities	0	0	0	0	0%	2	0%	
Other	1	0	0	0	0%	6	0%	
Personnel	1	1	2	2	7%	29	2%	
Planning	14	4	17	12	44%	243	18%	
Recreation & Leisure	1	1	0	0	0%	21	2%	
Roads	1	1	0	0	0%	71	5%	
Social Work	8	1	1	0	0%	148	11%	
Valuation Joint Boards	0	0	0	0	0%	11	1%	
Out of jurisdiction	0	0	0	0	0%	0	0%	
Subject unknown	1	0	0	0	0%	20	2%	
<b>Total</b>	<b>40</b>	<b>16</b>	<b>38</b>	<b>27</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	5	12
	Out of jurisdiction	5	4
	Discontinued or suspended before investigation	1	5
	Withdrawn / Failed to provide information before investigation	2	0
Examination	Determined after detailed consideration	2	6
	Report Issued - Not Upheld	1	2
Investigation	Report Issued - Partially Upheld	0	1
	Report Issued - Fully Upheld	0	1
	Discontinued during investigation	1	0
	Withdrawn / Failed to provide information during investigation	0	0
<b>Total</b>		<b>17</b>	<b>31</b>

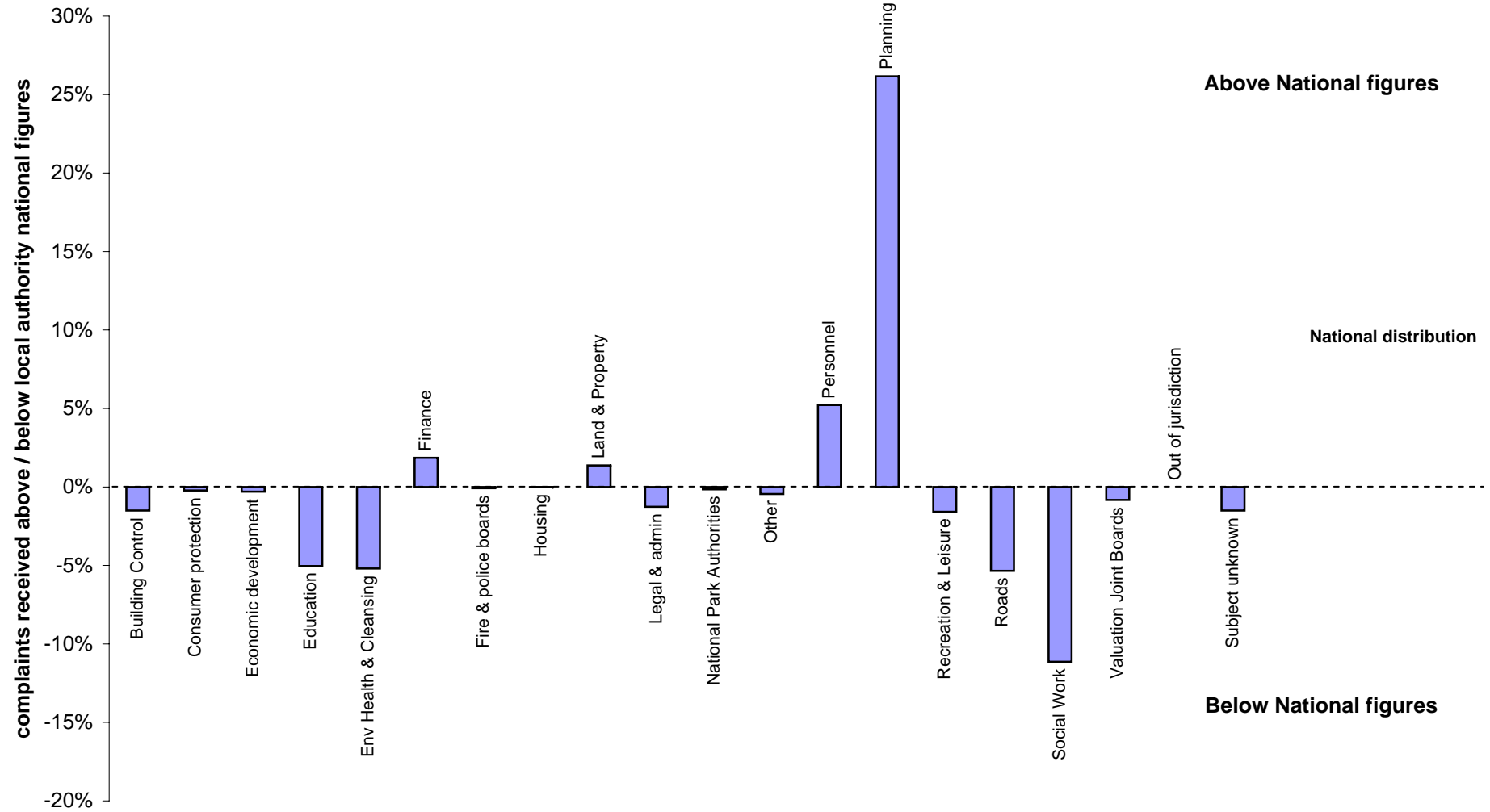
Note about comparing 2007-08 complaint numbers to the previous year:

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>.

**Complaints received by subject in 2007/8: Angus Council proportions compared to the distribution of all local authority complaints received**



## Angus Council

	Case Ref	Summary	Finding	Recs	Recommendation(s)
23/05/07	200502742	(a) adhere to health and safety legislation when deciding on the site of the bus stop (not upheld); (b) adhere to the aims of the Customer Care Policy when deciding to install the bus stop (partially upheld); and (c) consider the impacts on Mr C's privacy when deciding on the location of the bus stop (not upheld).	Partially upheld	YES	(i) review their procedures for locating bus stops; and (ii) issue an apology to Mr C for the failure to adhere to the Customer Care Policy in relation to Mr C's complaint. The Council have accepted the recommendations and will act on them accordingly.
23/05/07	200600707	(a) failed to take action on his complaints about noise nuisance and anti-social behaviour at a hotel close to his home (not upheld); and (b) failed to adhere to their customer care policy when dealing with his complaint (not upheld).	Not upheld	NONE	The Ombudsman has no recommendations to make.
24/10/07	200600696	Mrs C lost her Right to Buy discount, despite the fact that she was reassured, after making specific enquiries on this point, that it would be unchanged (upheld).	Upheld	YES	The Ombudsman recommends that if Mrs C wishes to purchase her council house, she is able to do so on terms equivalent to those which would have applied had she retained her Right to Buy discount. Further, that the Council take steps to ensure that a process is put in place to provide tenants with written advice, in advance of any new tenancy, of possible changes to their Right to Buy discount.
19/12/07	200501865	the Council: (a) inadequately handled Mr C's complaint about his neighbour's anti-social behaviour (not upheld); and (b) inadequately handled Mr C's housing transfer application (not upheld).	Not upheld	NONE	The Ombudsman has no recommendations to make.