

EAST RENFREWSHIRE COUNCIL

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 social work, and below the average for complaints about roads and housing.

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 19 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 for your Council was 15 - about 44% of the total determined, and proportionally a reduction on the previous year.

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) are pleased to answer enquiries about how we can support your Council.

Investigated Complaints and Recommendations

We investigated three complaints about your Council in 2007-08, of which we 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.

We discontinued one complaint about your Council at the investigation stage; this complaint was not reported on.

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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@spsso.org.uk. Fuller statistical reports are available on the SPSO website at: <http://www.spsso.org.uk/statistics/index.php>.

East Renfrewshire 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			
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	2	2	1	1	5%	67	5%
Env Health & Cleansing	1	1	2	2	10%	69	5%
Finance	3	3	1	1	5%	123	9%
Fire & police boards	0	0	0	0	0%	1	0%
Housing	11	9	7	5	24%	394	30%
Land & Property	2	2	0	0	0%	31	2%
Legal & admin	1	1	1	0	0%	66	5%
National Park Authorities	0	0	0	0	0%	2	0%
Other	0	0	0	0	0%	6	0%
Personnel	0	0	0	0	0%	29	2%
Planning	9	6	6	6	29%	243	18%
Recreation & Leisure	0	0	1	1	5%	21	2%
Roads	0	0	0	0	0%	71	5%
Social Work	5	2	7	5	24%	148	11%
Valuation Joint Boards	0	0	0	0	0%	11	1%
Out of jurisdiction	1	0	0	0	0%	0	0%
Subject unknown	1	0	0	0	0%	20	2%
Total	36	26	26	21		1,329	

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

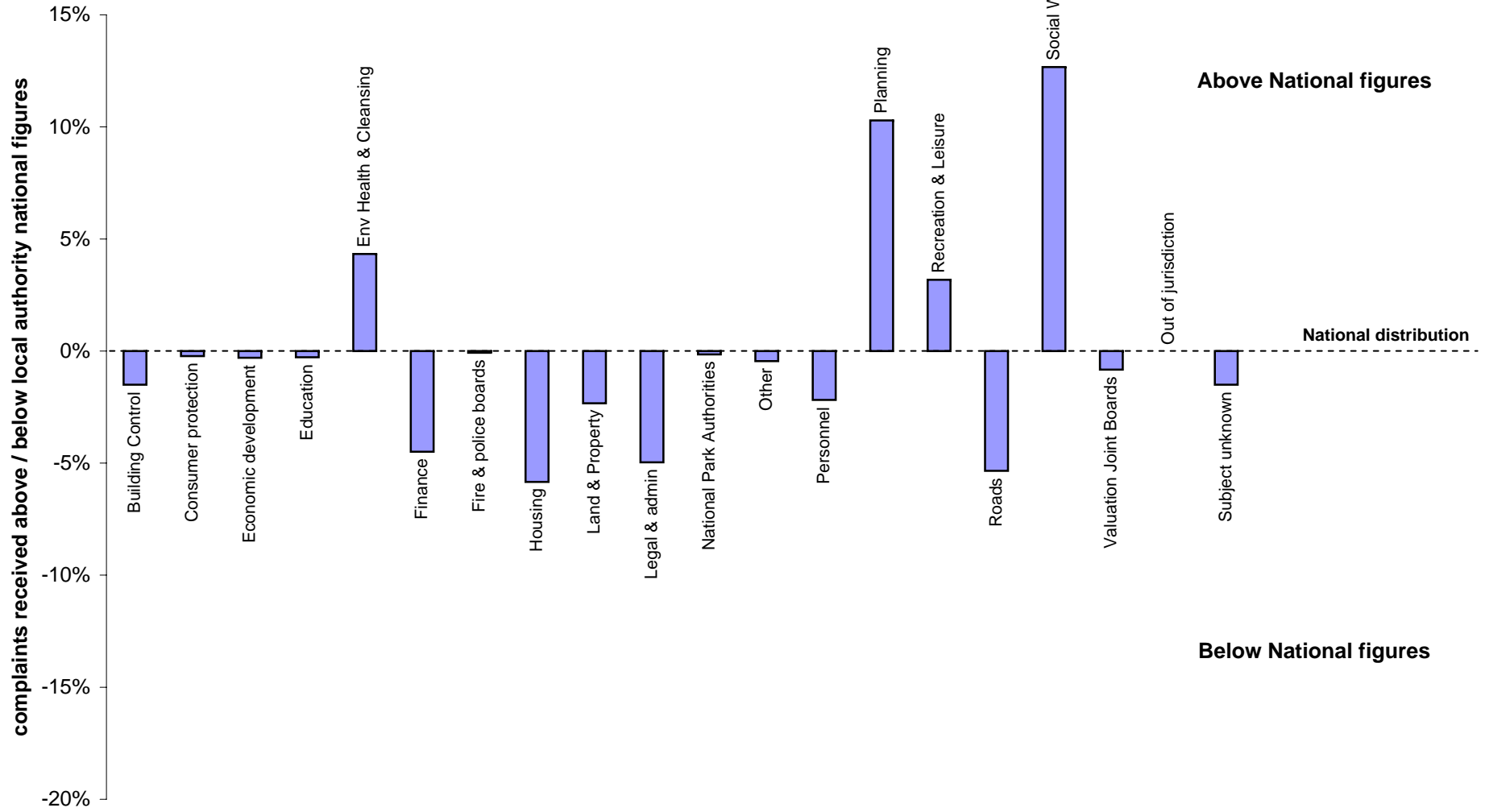
Complaints Determined by Outcome		2006/7	2007/8
Assessment	Premature	8	15
	Out of jurisdiction	2	1
	Discontinued or suspended before investigation	2	4
Examination	Withdrawn / Failed to provide information before investigation	3	1
	Determined after detailed consideration	1	9
Investigation	Report Issued - Not Upheld	0	2
	Report Issued - Partially Upheld	0	1
	Report Issued - Fully Upheld	0	0
	Discontinued during investigation	0	1
	Withdrawn / Failed to provide information during investigation	0	0
Total		16	34

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: East Renfrewshire Council proportions compared to the distribution of all local authority complaints received



East Renfrewshire Council

	Case Ref	Summary	Finding	Recs	Recommendation(s)
20/06/07	200600075	(a) following meetings on 17 August 2005 and 6 September 2005, ERC SWD failed to contact GCC SWD to arrange for Mrs A's needs to be assessed (not upheld); (b) ERC SWD failed to advise Mr C and his wife (Mrs C) as to what entitlement to assistance there might be for caring for Mrs A in their home (not upheld); and (c) ERC SWD failed to advise Mr and Mrs C that, to qualify for grant aid for the installation of bathroom facilities for Mrs A, prior approval of the works was required (not upheld).	Not upheld	YES	Although not upholding the complaint, the Ombudsman recommended that the Council review the issue of advice to relatives of patients previously relying on support from the Council's Social Work Department on discharge from hospital to a relative's care. The Council informed her that they are happy to take on board the recommendation and to review the advice currently given.
20/06/07	200600466	(a) the Council's decision to withdraw free school buses was taken without risk assessment, impact analysis or transport assessment (not upheld); (b) the Council did not adhere to their complaints process (upheld); (c) the Council's conduct in communicating with Ms C was unprofessional and inappropriate (not upheld); and (d) a letter sent from the Chief Executive to Ms C on 15 May 2006, headed 'Staff Protocols', was inappropriate and intimidating (upheld).	Partially upheld	YES	(i) apologise to Ms C for failing to accept her complaint under their complaints procedure; (ii) put in place measures to ensure that, in future, complainants are given accurate information straightaway when their complaints will not be accepted under paragraph 6 of the Council's complaints procedure; and (iii) apologise to Ms C for sending her what I consider is an inappropriate and intimidating letter. The Council have accepted the recommendations and will act on them accordingly.
23/01/08	200500226	(a) failed to take account of Mr and Mrs C's objections to a neighbouring extension (not upheld); (b) did not allow Mr and Mrs C to attend meetings about the proposed extension (not upheld); and (c) made a decision based on overshadowing calculations which were flawed (not upheld).	Not upheld	NONE	The Ombudsman has no recommendations to make.