

NORTH AYRSHIRE 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 social work, and below the average for complaints about finance 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 26 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 12, just over 36% of the total determined, and proportionally a significant 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 four complaints about your Council in 2007-08, of which we partially upheld one and did not uphold three. 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 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>.

North Ayrshire 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	2	0	0%	20	2%
Consumer protection	0	0	1	1	4%	3	0%
Economic development	0	0	0	0	0%	4	0%
Education	3	2	3	1	4%	67	5%
Env Health & Cleansing	1	1	2	1	4%	69	5%
Finance	2	2	3	1	4%	123	9%
Fire & police boards	0	0	0	0	0%	1	0%
Housing	16	5	11	6	23%	394	30%
Land & Property	2	1	1	1	4%	31	2%
Legal & admin	2	1	1	1	4%	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	13	5	9	6	23%	243	18%
Recreation & Leisure	0	0	0	0	0%	21	2%
Roads	1	1	4	1	4%	71	5%
Social Work	7	5	5	5	19%	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	2	2	8%	20	2%
Total	48	23	44	26		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

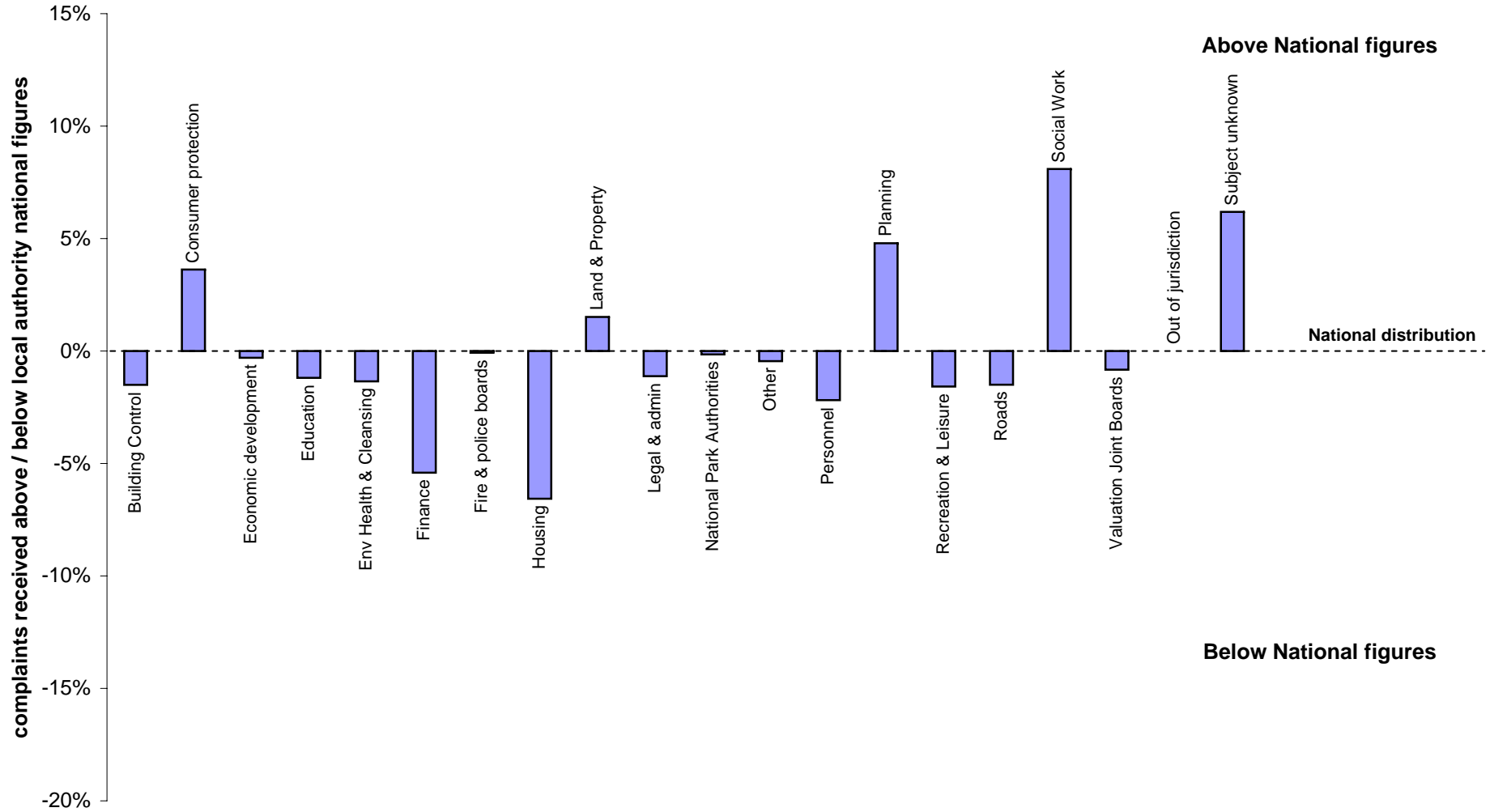
Complaints Determined by Outcome		2006/7	2007/8
Assessment	Premature	11	12
	Out of jurisdiction	1	2
	Discontinued or suspended before investigation	0	6
Examination	Withdrawn / Failed to provide information before investigation	1	1
	Determined after detailed consideration	5	8
Investigation	Report Issued - Not Upheld	2	3
	Report Issued - Partially Upheld	2	1
	Report Issued - Fully Upheld	0	0
	Discontinued during investigation	0	0
	Withdrawn / Failed to provide information during investigation	0	0
Total	22	33	

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: North Ayrshire Council proportions compared to the distribution of all local authority complaints received



North Ayrshire Council

	Case Ref	Summary	Finding	Recs	Recommendation(s)
22/08/07	200500902	the Council: (a) delayed in taking action against the contractor (upheld); and (b) delayed in taking action following the decision to serve an enforcement notice (not upheld).	Partially upheld	YES	(i) apologise to Mr C for failing to deal efficiently with his complaints; and (ii) produce internal guidance on good practice in Planning Enforcement which should include advice for officers on the need to maintain properly documented records of their investigation of each case. The Council have accepted the recommendations and have confirmed that arrangements have been made to act on them.
19/12/07	200601273	(a) the Council's debt advice service gave inadequate advice in relation to one of Mr C's debts (not upheld); and (b) the Council failed to respond correctly to a complaint about this matter (not upheld).	Not upheld	NONE	The Ombudsman has no recommendations to make.
19/12/07	200602279	the Council's transport arrangements should have included Mrs C as the escort (not upheld).	Not upheld	NONE	The Ombudsman has no recommendations to make.
19/03/08	200600900	Mr C claimed that with a replacement central heating system that was installed in his home by the Council failed to meet his specific needs (not upheld).	Not upheld	YES	The Ombudsman has no recommendations to make.