

ARGYLL AND BUTE COUNCIL

2008-9 Statistics Tables – Explanatory Notes and Commentary

Tables: Attached are summary details of the contacts and complaints about your Council that the SPSO received and determined in 2008-09. Table 1 details total contacts (by our subject categories) received for your Council for 2007-08 and 2008-09, alongside the total of local authority complaints for these years. We recorded 48 complaints about the Council, compared to 22 in the previous year. Table 2 shows the outcomes of complaints determined by the SPSO in 2008-09.

Graphs: The first graph provides a visual representation of the information from the right side of Table 1. You'll see that in 2008-09 your Council was above the national average in terms of complaints about planning and social work. We received more complaints for your Council about social work and planning than in the previous year.

The second graph shows, for each Council, the percentage of complaints that we received and determined as premature, against the national average in 2008-9 (60%). We consider a complaint to be premature when it reaches us before the complainant has been through the full complaints process of the organisation. The graph does not reflect the number 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 5 on the graph, above the average. You'll see from Table 2 that the actual number of premature complaints for your Council was 28 out of a total of 40 complaints determined (70% of the total for your Council). This was an increase on the previous year's figure of 9 out of 28 (32% of the total for your Council).

NB We don't adjust any of our figures to mitigate the impact of housing stock transfer. It's evident, however, that there's 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's a disproportionately high incidence of prematurity with housing complaints.

Complaints and Recommendations Reported to Parliament

We reported on one complaint about your Council in 2008-09, which we did not uphold. Attached is a sheet with details of this complaint.

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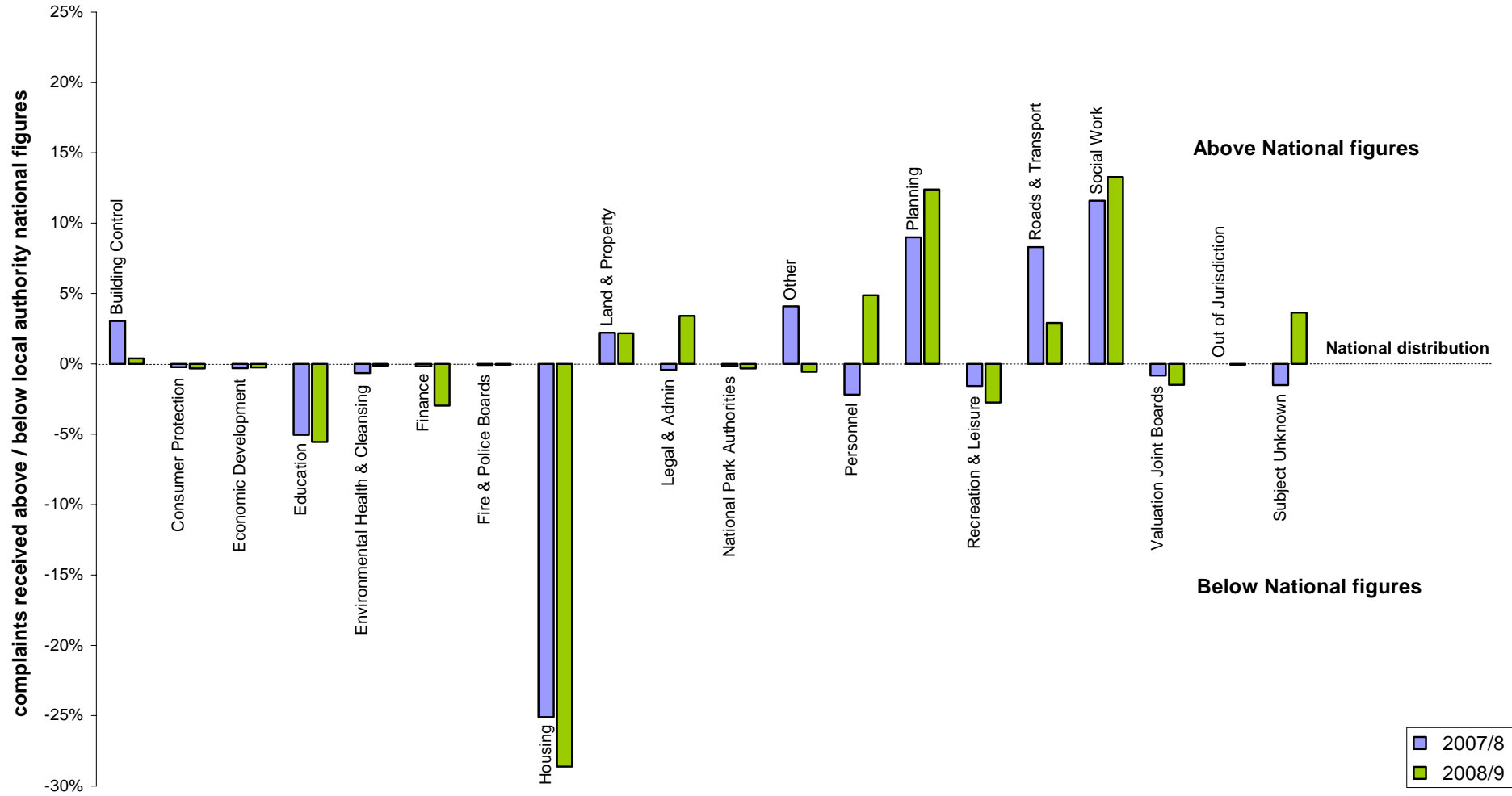
We hope that you find this summary information useful. If you have any enquiries about the statistics, please contact Annie White, SPSO Casework Knowledge Manager, on 0131 240 8843 or email awhite@spsso.org.uk. Fuller statistical reports are available on our website at: <http://www.spsso.org.uk/statistics/index.php>.

Argyll and Bute Council

Table 1

| Received by Subject | 2007/8 | | | All Local Authority Complaints | | | 2008/9 | | | All Local Authority Complaints | | |
|----------------------------------|----------------|-----------------|--------------------------|--------------------------------|-----------------|--------------------------|----------------|-----------------|--------------------------|--------------------------------|-----------------|--------------------------|
| | Total Contacts | Complaints Only | complaints as % of total | Total Contacts | Complaints Only | complaints as % of total | Total Contacts | Complaints Only | complaints as % of total | Total Contacts | Complaints Only | complaints as % of total |
| Building Control | 1 | 1 | 5% | 20 | 2% | | 1 | 1 | 2% | 27 | 2% | |
| Consumer Protection | 0 | 0 | 0% | 3 | 0% | | 0 | 0 | 0% | 5 | 0% | |
| Economic Development | 0 | 0 | 0% | 4 | 0% | | 0 | 0 | 0% | 4 | 0% | |
| Education | 1 | 0 | 0% | 67 | 5% | | 0 | 0 | 0% | 89 | 6% | |
| Environmental Health & Cleansing | 1 | 1 | 5% | 69 | 5% | | 2 | 2 | 4% | 69 | 4% | |
| Finance | 4 | 2 | 9% | 123 | 9% | | 3 | 3 | 6% | 148 | 9% | |
| Fire & Police Boards | 0 | 0 | 0% | 1 | 0% | | 0 | 0 | 0% | 1 | 0% | |
| Housing | 2 | 1 | 5% | 394 | 30% | | 0 | 0 | 0% | 459 | 29% | |
| Land & Property | 2 | 1 | 5% | 31 | 2% | | 2 | 2 | 4% | 32 | 2% | |
| Legal & Admin | 4 | 1 | 5% | 66 | 5% | | 5 | 4 | 8% | 79 | 5% | |
| National Park Authorities | 0 | 0 | 0% | 2 | 0% | | 0 | 0 | 0% | 5 | 0% | |
| Other | 1 | 1 | 5% | 6 | 0% | | 1 | 0 | 0% | 9 | 1% | |
| Personnel | 0 | 0 | 0% | 29 | 2% | | 4 | 3 | 6% | 22 | 1% | |
| Planning | 9 | 6 | 27% | 243 | 18% | | 14 | 14 | 29% | 269 | 17% | |
| Recreation & Leisure | 0 | 0 | 0% | 21 | 2% | | 0 | 0 | 0% | 44 | 3% | |
| Roads & Transport | 3 | 3 | 14% | 71 | 5% | | 4 | 4 | 8% | 87 | 5% | |
| Social Work | 6 | 5 | 23% | 148 | 11% | | 13 | 12 | 25% | 188 | 12% | |
| Valuation Joint Boards | 0 | 0 | 0% | 11 | 1% | | 0 | 0 | 0% | 24 | 1% | |
| Out of Jurisdiction | 0 | 0 | 0% | 0 | 0% | | 0 | 0 | 0% | 1 | 0% | |
| Subject Unknown | 1 | 0 | 0% | 20 | 2% | | 3 | 3 | 6% | 42 | 3% | |
| Total | 35 | 22 | | 1,329 | | | 52 | 48 | | 1,604 | | |

Complaints received by subject: Argyll and Bute Council proportions compared to the distribution of all local authority complaints received



Argyll and Bute Council

Table 2

| Complaints Determined by Outcome | | 2007/8 | | 2008/9 | |
|---|---|---------------|----------------------------|---------------|----------------------------|
| | | | <i>All Local Authority</i> | | <i>All Local Authority</i> |
| Assessment | Premature | 9 | 760 | 28 | 923 |
| | Out of Jurisdiction | 4 | 154 | 2 | 102 |
| | Withdrawn or failed to provide information before investigation | 4 | 178 | 3 | 158 |
| | Discontinued or suspended before investigation | 1 | 42 | 1 | 12 |
| Examination | Determined after detailed consideration | 7 | 240 | 5 | 279 |
| Investigation | Report issued: not upheld | 2 | 82 | 1 | 25 |
| | Report issued: partially upheld | 0 | 62 | 0 | 22 |
| | Report issued: fully upheld | 1 | 23 | 0 | 15 |
| | Withdrawn or failed to provide information during investigation | 0 | 4 | 0 | 1 |
| | Discontinued or suspended during investigation | 0 | 13 | 0 | 9 |
| Total | | 28 | 1,558 | 40 | 1,546 |

Argyll and Bute Council

| Published | Case Ref. | Summary | Decision | Recommendation(s) |
|------------------|------------------|--|-----------------|---|
| 19/11/08 | 200800541 | that the Council delayed unreasonably in taking action to enforce two conditions of a planning consent issued for the adjacent residential development (not upheld). | not upheld | The Ombudsman has no recommendations to make. |