

# **SHETLAND ISLANDS 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 4 complaints about the Council, compared to 11 in the previous year. Table 2 shows the outcomes of complaints determined by the SPSO in 2008-09.

**Graph:** The 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 32 on the graph, well below the average. You'll see from Table 2 that the actual number of premature complaints for your Council was one out of a total of five complaints determined (20% of the total for your Council). This was a decrease on the previous year's figure of 5 out of 10 (50% of the total for your Council). However, clearly the figures on which this is based are very small, so proportions are less meaningful than they are when based on larger numbers.

*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 did not report on any complaints about your Council in 2008-09.

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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](mailto:awhite@spsso.org.uk) . Fuller statistical reports are available on our website at: <http://www.spsso.org.uk/statistics/index.php>.

# Shetland Islands 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	9%	20	2%		0	0	0%	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	1	9%	67	5%		0	0	0%	89	6%	
Environmental Health & Cleansing	1	0	0%	69	5%		0	0	0%	69	4%	
Finance	0	0	0%	123	9%		0	0	0%	148	9%	
Fire & Police Boards	0	0	0%	1	0%		0	0	0%	1	0%	
Housing	1	1	9%	394	30%		0	0	0%	459	29%	
Land & Property	0	0	0%	31	2%		0	0	0%	32	2%	
Legal & Admin	3	2	18%	66	5%		2	2	50%	79	5%	
National Park Authorities	0	0	0%	2	0%		0	0	0%	5	0%	
Other	0	0	0%	6	0%		0	0	0%	9	1%	
Personnel	1	1	9%	29	2%		0	0	0%	22	1%	
Planning	2	1	9%	243	18%		0	0	0%	269	17%	
Recreation & Leisure	0	0	0%	21	2%		0	0	0%	44	3%	
Roads & Transport	0	0	0%	71	5%		2	2	50%	87	5%	
Social Work	4	4	36%	148	11%		0	0	0%	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	0	0	0%	20	2%		0	0	0%	42	3%	
<b>Total</b>	<b>14</b>	<b>11</b>		<b>1,329</b>			<b>4</b>	<b>4</b>		<b>1,604</b>		

## Shetland Islands Council

Table 2

<b>Complaints Determined by Outcome</b>		<i>2007/8</i>		<i>2008/9</i>	
		<i>All Local Authority</i>		<i>All Local Authority</i>	
Assessment	Premature	5	760	1	923
	Out of Jurisdiction	1	154	3	102
	Withdrawn or failed to provide information before investigation	2	178	0	158
	Discontinued or suspended before investigation	1	42	0	12
Examination	Determined after detailed consideration	0	240	1	279
Investigation	Report issued: not upheld	0	82	0	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
<b>Total</b>		<b>10</b>	<b>1,558</b>	<b>5</b>	<b>1,546</b>