# STIRLING 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 28 complaints about the Council, compared to 23 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 social work, having been below the year before. Your Council was below average for complaints about planning. We received more complaints for your Council about social work and fewer about 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 29 on the graph, below the average. You'll see from Table 2 that the actual number of premature complaints for your Council was 12 out of a total of 30 complaints determined (40% of the total for your Council). This was a slight decrease on the previous year's figure of 13 out of 30 (43% 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 partially upheld. Attached is a summary sheet showing this complaint, and summarising the recommendations made. As you are no doubt aware, SPSO Complaints Investigators follow 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, and did not report on it.

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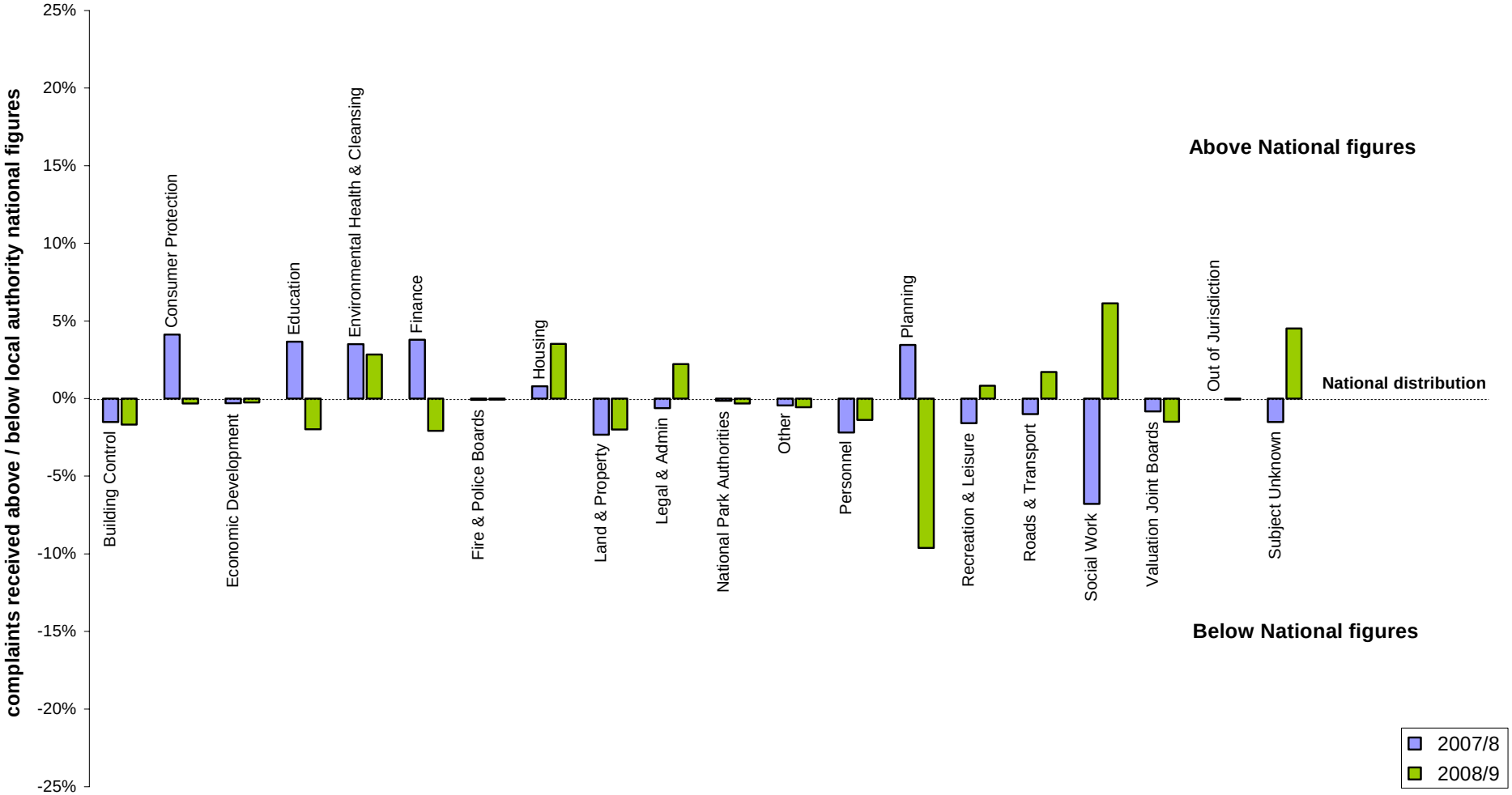
We hope that you find this summary information useful. If you have any enquiries about the statistics, please contact Annie White, SPSO Casework Knowledge Manager, on 0131 240 8843 or email awhite@spso.org.uk . Fuller statistical reports are available on our website at: http://www.spso.org.uk/statistics/index.php.

## Stirling Council

**Table 1**

| Received by Subject | *2007/8* *Total Contacts* | *Complaints Only* | *complaints as % of total* | *All Local Authority Complaints* | *complaints as % of total* | **2008/9** Total Contacts | Complaints Only | complaints as % of total | All Local Authority Complaints | complaints as % of total |
|---|---|---|---|---|---|---|---|---|---|---|
| Building Control | *0* | *0* | *0%* | *20* | *2%* | 0 | 0 | 0% | 27 | 2% |
| Consumer Protection | *1* | *1* | *4%* | *3* | *0%* | 0 | 0 | 0% | 5 | 0% |
| Economic Development | *0* | *0* | *0%* | *4* | *0%* | 0 | 0 | 0% | 4 | 0% |
| Education | *2* | *2* | *9%* | *67* | *5%* | 1 | 1 | 4% | 89 | 6% |
| Environmental Health & Cleansing | *5* | *2* | *9%* | *69* | *5%* | 2 | 2 | 7% | 69 | 4% |
| Finance | *4* | *3* | *13%* | *123* | *9%* | 2 | 2 | 7% | 148 | 9% |
| Fire & Police Boards | *0* | *0* | *0%* | *1* | *0%* | 0 | 0 | 0% | 1 | 0% |
| Housing | *11* | *7* | *30%* | *394* | *30%* | 10 | 9 | 32% | 459 | 29% |
| Land & Property | *0* | *0* | *0%* | *31* | *2%* | 0 | 0 | 0% | 32 | 2% |
| Legal & Admin | *2* | *1* | *4%* | *66* | *5%* | 2 | 2 | 7% | 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 | *0* | *0* | *0%* | *29* | *2%* | 0 | 0 | 0% | 22 | 1% |
| Planning | *8* | *5* | *22%* | *243* | *18%* | 3 | 2 | 7% | 269 | 17% |
| Recreation & Leisure | *0* | *0* | *0%* | *21* | *2%* | 1 | 1 | 4% | 44 | 3% |
| Roads & Transport | *1* | *1* | *4%* | *71* | *5%* | 2 | 2 | 7% | 87 | 5% |
| Social Work | *1* | *1* | *4%* | *148* | *11%* | 7 | 5 | 18% | 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%* | 2 | 2 | 7% | 42 | 3% |
| **Total** | ***35*** | ***23*** | | ***1,329*** | | **32** | **28** | | **1,604** | |

**Complaints received by subject: Stirling Council proportions compared to the distribution of all local authority complaints received**



## Stirling Council

**Table 2**

| Complaints Determined by Outcome | | *2007/8* | *All Local Authority* | 2008/9 | All Local Authority |
|---|---|---|---|---|---|
| Assessment | Premature | *13* | *760* | 12 | 923 |
| | Out of Jurisdiction | *3* | *154* | 3 | 102 |
| | Withdrawn or failed to provide information before investigation | *2* | *178* | 5 | 158 |
| | Discontinued or suspended before investigation | *0* | *42* | 0 | 12 |
| Examination | Determined after detailed consideration | *6* | *240* | 8 | 279 |
| Investigation | Report issued: not upheld | *2* | *82* | 0 | 25 |
| | Report issued: partially upheld | *3* | *62* | 1 | 22 |
| | Report issued: fully upheld | *0* | *23* | 0 | 15 |
| | Withdrawn or failed to provide information during investigation | *0* | *4* | 0 | 1 |
| | Discontinued or suspended during investigation | *1* | *13* | 1 | 9 |
| | **Total** | ***30*** | ***1,558*** | **30** | **1,546** |

**Stirling Council**

| Published | Case Ref. | Summary | Decision | Recommendation(s) |
|---|---|---|---|---|
| 20/08/08 | 200501923 | (a) failed to take account of the views expressed by local residents in relation to the development of a new school and housing (partially upheld); and<br>(b) failed to apply appropriate 'standards in public life' measures when following the planning process (not upheld). | partially upheld | ensure that the presentation of the volume and format of objections to development proposals and planning applications, in particular on a similar scale to those dealt with in this report, is clear in reports to Council Committees, and that such reports take care to draw a clear distinction between individual correspondence, and objections from individuals which may come collated in petition form. |