

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	North Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	16	1	39.0%	423	1	24.6%
Planning	8	2	19.5%	172	5	10.0%
Social Work	6	3	14.6%	231	2	13.4%
Education	3	4=	7.3%	173	4	10.0%
Land & Property	3	4=	7.3%	20	12	1.2%
Legal & Admin	2	6	4.9%	61	8	3.5%
Environmental Health & Cleansing	1	7=	2.4%	126	6	7.3%
Roads & Transport	1	7=	2.4%	120	7	7.0%
Recreation & Leisure	1	7=	2.4%	32	10	1.9%
Finance	0	-	0.0%	179	3	10.4%
Building Control	0	-	0.0%	54	9	3.1%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Other	0	-	0.0%	17	13	1.0%
Economic Development	0	-	0.0%	11	14	0.6%
Personnel	0	-	0.0%	9	15=	0.5%
Welfare Fund - Crisis Grants	0	-	0.0%	9	15=	0.5%
National Park Authorities	0	-	0.0%	6	17=	0.3%
Valuation Joint Boards	0	-	0.0%	6	17=	0.3%
Fire & Police Boards	0	-	0.0%	5	19	0.3%
Consumer Protection	0	-	0.0%	4	20	0.2%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	33	-	1.9%
Total	41	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

2.4%

100.0%

Complaints Received by Subject 2014-15

Subject Group	North Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	21	1	38.9%	468	1	24.9%
Social Work	7	2	13.0%	253	2	13.5%
Planning	5	3=	9.3%	217	3	11.5%
Education	5	3=	9.3%	174	4=	9.3%
Roads & Transport	5	3=	9.3%	119	7	6.3%
Building Control	3	6	5.6%	61	9	3.2%
Legal & Admin	2	7	3.7%	76	8	4.0%
Finance	1	8=	1.9%	174	4=	9.3%
Environmental Health & Cleansing	1	8=	1.9%	148	6	7.9%
Other	1	8=	1.9%	21	12	1.1%
Welfare Fund - Community Care Grants	1	8=	1.9%	14	13	0.7%
Consumer Protection	1	8=	1.9%	8	16=	0.4%
Land & Property	0	-	0.0%	29	10	1.5%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Personnel	0	-	0.0%	10	15	0.5%
Economic Development	0	-	0.0%	8	16=	0.4%
Valuation Joint Boards	0	-	0.0%	6	18	0.3%
Fire & Police Boards	0	-	0.0%	4	19	0.2%
National Park Authorities	0	-	0.0%	3	20	0.2%
Subject Unknown or Out Of Jurisdiction	1	-	1.9%	51	-	2.7%
Total	54	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

2.9%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		North Ayrshire Council	Sector Total	North Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	8	321	9	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	0	6	3	42
	Premature	18	606	15	713
	Resolved	0	0	0	4
	Total		26	944	27
Early Resolution 1	Not duly made or withdrawn	1	54	1	36
	Out of jurisdiction (discretionary)	2	104	3	56
	Out of jurisdiction (non-discretionary)	5	196	6	140
	Outcome not achievable	4	185	7	107
	Premature	0	58	0	42
	Resolved	0	29	0	35
	Total		12	626	17
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	1	20	1	18
	Not upheld	3	37	3	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	1	3
	Total		4	86	5
Investigation 1	Fully upheld	0	23	0	28
	Some upheld	0	36	0	26
	Not upheld	0	40	2	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total		0	107	2
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	Total		0	1	0
Total Complaints		42	1,764	51	1,842
Total Premature Complaints		18	664	15	755
Premature Rate		42.9%	37.6%	29.4%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		4	194	7	233
Total Cases Upheld / Some Upheld		1	107	1	109
Uphold Rate (total upheld / total fit for SPSO)		25.0%	55.2%	14.3%	46.8%