

TABLE 1
Local Authority Complaints Received 2016-17

Subject Group	Orkney Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	2	1=	22.2%	388	1	25.4%
Planning	2	1=	22.2%	160	3	10.5%
Legal & Admin	2	1=	22.2%	73	8	4.8%
Education	1	4=	11.1%	144	4	9.4%
Environmental Health & Cleansing	1	4=	11.1%	124	5	8.1%
Personnel	1	4=	11.1%	5	16=	0.3%
Social Work	0	-	0.0%	219	2	14.3%
Finance	0	-	0.0%	120	6	7.9%
Roads & Transport	0	-	0.0%	112	7	7.3%
Building Control	0	-	0.0%	34	9	2.2%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
Land & Property	0	-	0.0%	19	11	1.2%
Welfare Fund - Community Care Grants	0	-	0.0%	14	12	0.9%
Other	0	-	0.0%	8	13=	0.5%
Valuation Joint Boards	0	-	0.0%	7	13=	0.5%
National Park Authorities	0	-	0.0%	6	15	0.4%
Economic Development	0	-	0.0%	5	16=	0.3%
Welfare Fund - Crisis Grants	0	-	0.0%	5	16=	0.3%
Consumer Protection	0	-	0.0%	4	16=	0.3%
Fire & Police Boards	0	-	0.0%	4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	48	-	3.1%
Total	9		100.0%	1528		100.0%

Complaints as % of Sector

0.6%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Orkney Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	2	1	33.3%	231	2	13.4%
Housing	1	2=	16.7%	423	1	24.6%
Planning	1	2=	16.7%	172	5	10.0%
Finance	0	-	0.0%	179	3	10.4%
Education	0	-	0.0%	173	4	10.0%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
Roads & Transport	0	-	0.0%	120	7	7.0%
Legal & Admin	0	-	0.0%	61	8	3.5%
Building Control	0	-	0.0%	54	9	3.1%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Land & Property	0	-	0.0%	20	12	1.2%
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	2	-	33.3%	33	-	1.9%
Total	6		100.0%	1,722		100.0%

Complaints as % of Sector

0.3%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Orkney Islands Council	Sector Total
Advice	Not duly made or withdrawn	1	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	1	467
	Total	2	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	0	111
	Outcome not achievable	1	115
	Premature	0	57
	Proportionality	2	132
	Resolved	0	20
Total	4	560	
Investigation	Fully upheld	1	52
	Some upheld	0	42
	Not upheld	0	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	1	156	
Total Complaints		7	1,466

Total Premature Complaints	1	524
Premature Rate	14.3%	35.7%

Fit for SPSO Total (Investigations)	1	156
Total Cases Upheld / Some Upheld	1	94
Uphold Rate (total upheld / total fit for SPSO)	100.0%	60.3%

Stage	Outcome Group	2015-16	
		Orkney Islands Council	Sector Total
Advice	Not duly made or withdrawn	0	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	3	606
	Resolved	0	0
	Total	3	944
Early Resolution 1	Not duly made or withdrawn	1	54
	Out of jurisdiction (discretionary)	1	104
	Out of jurisdiction (non-discretionary)	1	196
	Outcome not achievable	0	185
	Premature	0	58
	Resolved	0	29
	Total	3	626
Early Resolution 2	Fully upheld	0	27
	Some upheld	0	20
	Not upheld	0	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	0	86
Investigation 1	Fully upheld	0	23
	Some upheld	0	36
	Not upheld	0	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	Total	0	107
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		6	1,764

Total Premature Complaints	3	664
Premature Rate	50.0%	37.6%

Fit for SPSO Total (ER2, Inv1 & Inv2)	0	194
Total Cases Upheld / Some Upheld	0	107
Uphold Rate (total upheld / total fit for SPSO)	-	55.2%