

Local Authority Complaints Received 2017-18

Subject Group	East Ayrshire Council			Sector Total	Rank	Complaints as % of total
	East Ayrshire Council	Rank	Complaints as % of total			
Housing	5	1	27.78%	316	1	21.44%
Education	4	2	22.22%	151	3	10.24%
Social Work	3	3=	16.67%	254	2	17.23%
Planning	3	3=	16.67%	134	4	9.09%
Roads & Transport	2	5	11.11%	104	7	7.06%
Finance	1	6	5.56%	112	6	7.60%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Legal & Admin	0	-	0.00%	71	8	4.82%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
Building Control	0	-	0.00%	16	11	1.09%
Personnel	0	-	0.00%	12	12	0.81%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
Other	0	-	0.00%	6	14	0.41%
Consumer Protection	0	-	0.00%	4	15=	0.27%
National Park Authorities	0	-	0.00%	4	15=	0.27%
Fire & Police Boards	0	-	0.00%	3	17	0.20%
Economic Development	0	-	0.00%	2	18=	0.14%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	0	-	0.00%	119	-	8.07%
Total	18		100.00%	1,474		100.00%

Complaints as % of Sector 1.2% 100.0%

Complaints Received by Subject 2016-17

Subject Group	East Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	7	1	25.9%	219	2	14.3%
Housing	6	2	22.2%	388	1	25.4%
Education	3	3=	11.1%	144	4	9.4%
Roads & Transport	3	3=	11.1%	112	7	7.3%
Planning	2	5=	7.4%	160	3	10.5%
Environmental Health & Cleansing	2	5=	7.4%	124	5	8.1%
Finance	2	5=	7.4%	120	6	7.9%
Legal & Admin	1	8	3.7%	73	8	4.8%
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%
Personnel	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	1	-	3.7%	48	-	3.1%
Total	27		100.0%	1528		100.0%

Complaints as % of Sector 1.8% 100.0%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		East Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	1	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	5	381
	Total	6	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	1	113
	Outcome not achievable	1	85
	Premature	0	53
	Proportionality	8	314
	Resolved	0	29
	Total	12	731
Investigation	Fully upheld	0	47
	Some upheld	0	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	0	169
Total Complaints		18	1,542

Total Premature Complaints	5	434
Premature Rate	27.8%	28.1%

Total Investigation Decisions	0	165
Total Upholds	0	96
Uphold Rate	-	58.2%

<i>Old Uphold Rate Calculation</i>		
Total Cases 'Fit for SPSO'	0	169
Total Upholds	0	96
Uphold Rate	-	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		East Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	2	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	18	467
	Total	20	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	0	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	0	115
	Premature	0	57
	Proportionality	1	132
	Resolved	1	20
	Total	5	560
Investigation	Fully upheld	0	52
	Some upheld	0	42
	Not upheld	0	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	0	156
Total Complaints		25	1,466

Total Premature Complaints	18	524
Premature Rate	72.0%	35.7%

Fit for SPSO Total (Investigations)	0	156
Total Cases Upheld / Some Upheld	0	94
Uphold Rate (total upheld / total fit for SPSO)	-	60.3%