

Local Authority Complaints Received 2017-18

North Ayrshire Council						
Subject Group	North Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	28.57%	316	1	21.44%
Social Work	6	2	21.43%	254	2	17.23%
Education	3	3	10.71%	151	3	10.24%
Environmental Health & Cleansing	2	4=	7.14%	116	5	7.87%
Finance	2	4=	7.14%	112	6	7.60%
Legal & Admin	2	4=	7.14%	71	8	4.82%
Recreation & Leisure	2	4=	7.14%	24	9	1.63%
Building Control	2	4=	7.14%	16	11	1.09%
Land & Property	1	9	3.57%	17	10	1.15%
Planning	0	-	0.00%	134	4	9.09%
Roads & Transport	0	-	0.00%	104	7	7.06%
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%
<b>Total</b>	<b>28</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>
<i>Complaints as % of Sector</i>	<i>1.9%</i>			<i>100.0%</i>		

Complaints Received by Subject 2016-17

Subject Group	North Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	11	1	33.3%	388	1	25.4%
Social Work	8	2	24.2%	219	2	14.3%
Planning	3	3=	9.1%	160	3	10.5%
Education	3	3=	9.1%	144	4	9.4%
Finance	3	3=	9.1%	120	6	7.9%
Environmental Health & Cleansing	1	6=	3.0%	124	5	8.1%
Legal & Admin	1	6=	3.0%	73	8	4.8%
Building Control	1	6=	3.0%	34	9	2.2%
Personnel	1	6=	3.0%	5	16=	0.3%
Roads & Transport	0	-	0.0%	112	7	7.3%
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	1	-	3.0%	48	-	3.1%
<b>Total</b>	<b>33</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>
<i>Complaints as % of Sector</i>	<i>2.2%</i>			<i>100.0%</i>		

**Local Authority Complaints Determined 2017-18**

Stage	Outcome Group	2017-18	
		North Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	8	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	3	381
	<b>Total</b>	<b>11</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	3	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	1	85
	Premature	1	53
	Proportionality	7	314
	Resolved	0	29
	<b>Total</b>	<b>15</b>	<b>731</b>
Investigation	Fully upheld	0	47
	Some upheld	1	49
	Not upheld	2	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>3</b>	<b>169</b>
<b>Total Complaints</b>		<b>29</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	4	434
<i>Premature Rate</i>	13.8%	28.1%

<i>Total Investigation Decisions</i>	3	165
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	33.3%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	3	169
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	33.3%	56.8%

**Local Authority Complaints Determined 2016-17**

Stage	Outcome Group	2016-17	
		North Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	7	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	10	467
	<b>Total</b>	<b>17</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	5	115
	Premature	0	57
	Proportionality	2	132
	Resolved	0	20
	<b>Total</b>	<b>11</b>	<b>560</b>
Investigation	Fully upheld	0	52
	Some upheld	1	42
	Not upheld	2	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	<b>Total</b>	<b>3</b>	<b>156</b>
<b>Total Complaints</b>		<b>31</b>	<b>1,466</b>

<i>Total Premature Complaints</i>	10	524
<i>Premature Rate</i>	32.3%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	3	156
<i>Total Cases Upheld / Some Upheld</i>	1	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	33.3%	60.3%