

Local Authority Complaints Received 2017-18

Orkney Islands Council						
Subject Group	Orkney Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	1	1=	50.00%	316	1	21.44%
Planning	1	1=	50.00%	134	4	9.09%
Social Work	0	-	0.00%	254	2	17.23%
Education	0	-	0.00%	151	3	10.24%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Finance	0	-	0.00%	112	6	7.60%
Roads & Transport	0	-	0.00%	104	7	7.06%
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	2		100.00%	1,474		100.00%

Complaints as % of Sector 0.1% 100.0%

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%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	Orkney Islands Council	
		Orkney Islands Council	Sector Total
Advice	Not duly made or withdrawn	0	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	1	381
	Total	1	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	0	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	0	85
	Premature	0	53
	Proportionality	0	314
	Resolved	0	29
	Total	2	731
Investigation	Fully upheld	0	47
	Some upheld	0	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	1	169
Total Complaints		4	1,542

Total Premature Complaints	1	434
Premature Rate	25.0%	28.1%

Total Investigation Decisions	1	165
Total Upholds	0	96
Uphold Rate	0.0%	58.2%

Old Uphold Rate Calculation

Total Cases 'Fit for SPSO'	1	169
Total Upholds	0	96
Uphold Rate	0.0%	56.8%

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%