

Statistics Tables – Explanatory Notes and Commentary

Attached are summary details of the enquiries and complaints about your Council that the SPSO has received and determined.

The first document attached shows (in Table 1) details of total contacts (by complaint subject) received for your Council for 2006-07 and 2007-08, along with the total of local authority complaints for 2007-08. Table 2 shows the outcomes of complaints about your Council determined by the SPSO in 2007-08.

Please note that, as the notes accompanying the tables explain, we changed our incoming logging procedures in April 2007, which has implications for comparing 2007-08 complaints data with previous years. The total numbers of contacts (enquiries plus complaints) received for each year are not affected and are therefore directly comparable. However, the figures shown as 'complaints only' in Table 1 are recorded on a different basis in each year and are, therefore, not directly comparable. Similarly, the change to our logging procedure has affected comparison of cases determined between 2006-07 and 2007-08 in Table 2.

The second document attached is a visual representation of the information from the right side of Table 1. You will see that in 2007-08 your Council was above the national average in terms of complaints received about finance and social work, and below the average for complaints about planning.

Prematurity rates

A graph is also enclosed showing for each Council the percentage of complaints that we identified as premature, and the national average for all Councils. Your Council is number 7 on that graph. We consider a complaint to be premature when it reaches us before the complainant has been through the full complaints process of the organisation concerned. Please note that the graph does not reflect the number of premature complaints that we received about your Council, but shows how the Council, proportionally, compares against the average for all Scottish local authorities. The actual number of premature complaints for your Council was 53, which represented 57% of the total determined, and proportionally a small increase on the previous year.

Please note that no adjustments have been made in the graph to estimate the impact of housing stock transfer. It is evident, however, that there is a tendency for authorities that retain housing stock to fall higher within the prematurity graph than those that have undertaken stock transfer – this is to be expected given that housing complaints are usually the largest category of complaint and that there is a disproportionately high incidence of prematurity with housing complaints.

The SPSO considers it important that organisations have the chance to resolve complaints through their own procedures and we are actively working with service providers with the aim of reducing the number of complaints that reach us prematurely. You will be aware that our Valuing Complaints website (<http://www.valuingcomplaints.org.uk/>) contains information designed to assist with such issues, and that our Outreach Team (ask@spsso.org.uk) are pleased to answer enquiries about how we can support your Council.

Investigated Complaints and Recommendations

We investigated only three complaints about your Council in 2007-08, of which we partially upheld one and did not uphold two. We have attached a summary sheet showing these complaints, and summarising any recommendations made. As you are no doubt aware, where she thinks it appropriate, the Ombudsman may make recommendations even where a complaint is not upheld, if she believes that there are lessons that may be learned. You will also be aware that SPSO Complaints Investigators will be following up to find out what changes have been made as a result of recommendations.

We discontinued one complaint about your Council at the investigation stage; this complaint was not reported on.

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We hope that you find this summary information useful. If you have any enquiries about the statistics provided, please contact Annie White, SPSO Casework Knowledge Manager, on 0131 240 8843 or by emailing awhite@spsso.org.uk. Fuller statistical reports are available on the SPSO website at: <http://www.spsso.org.uk/statistics/index.php>.

Glasgow City Council

Table 1

Received by Subject	2006/7		2007/8			All Local Authority Complaints	
	Total Contacts	Complaints Only	Total Contacts	Complaints Only	complaints as % of total	Complaints	complaints as % of total
Building Control	0	0	3	0	0%	20	2%
Consumer protection	1	0	0	0	0%	3	0%
Economic development	0	0	0	0	0%	4	0%
Education	11	4	9	5	6%	67	5%
Env Health & Cleansing	5	2	10	8	10%	69	5%
Finance	28	14	19	16	19%	123	9%
Fire & police boards	0	0	0	0	0%	1	0%
Housing	27	8	11	8	10%	394	30%
Land & Property	5	2	1	0	0%	31	2%
Legal & admin	7	5	3	2	2%	66	5%
National Park Authorities	0	0	0	0	0%	2	0%
Other	2	0	1	0	0%	6	0%
Personnel	2	0	5	4	5%	29	2%
Planning	19	11	22	10	12%	243	18%
Recreation & Leisure	9	2	4	3	4%	21	2%
Roads	12	4	13	10	12%	71	5%
Social Work	26	12	26	18	21%	148	11%
Valuation Joint Boards	0	0	0	0	0%	11	1%
Out of jurisdiction	2	0	0	0	0%	0	0%
Subject unknown	5	0	5	0	0%	20	2%
Total	161	64	132	84		1,329	

Note about comparing 2007-08 complaint numbers to the previous year:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 complaints data with previous years. Of the total number of local authority complaints received in 2007-08, we estimate that approximately 33% could previously have been classed as enquiries. This does not affect the number of total contacts (enquiries + complaints) received.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

Table 2

Complaints Determined by Outcome		2006/7	2007/8
Assessment	Premature	35	53
	Out of jurisdiction	13	14
	Discontinued or suspended before investigation	6	16
	Withdrawn / Failed to provide information before investigation	5	0
Examination	Determined after detailed consideration	3	6
	Report Issued - Not Upheld	3	2
Investigation	Report Issued - Partially Upheld	0	1
	Report Issued - Fully Upheld	0	0
	Discontinued during investigation	0	1
	Withdrawn / Failed to provide information during investigation	0	0
Total		65	93

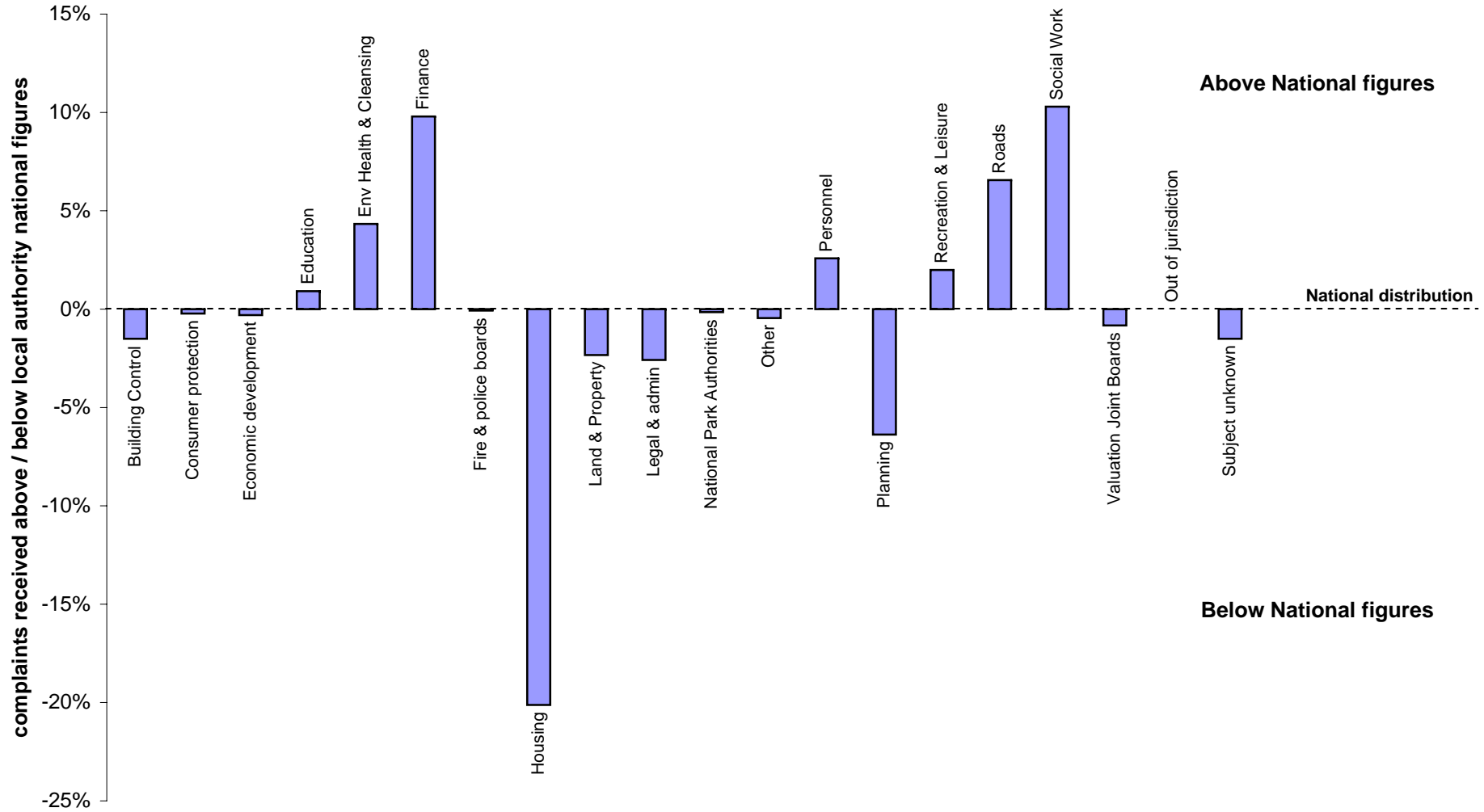
Note about comparing 2007-08 complaint numbers to the previous year:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 complaints data with previous years.

Of the total number of local authority complaints determined at the assessment stage in 2007-08, we estimate that approximately 39% could previously have been classed as enquiries. There has been no change to cases determined at examination or investigation stages.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

Complaints received by subject in 2007/8: Glasgow City Council proportions compared to the distribution of all local authority complaints received



Glasgow City Council

	Case Ref	Summary	Finding	Recs	Recommendation(s)
20/06/07	200502320	(a) by failing to issue a Statutory Notice in 1995, the Council concealed the condition of Mr C's property (not upheld); (b) the decision not to issue a Statutory Notice in 1995 should have been taken by the full Council (not upheld); (c) the Council failed to monitor the condition of Mr C's property between 1995 and 2004 (not upheld); (d) the Property Enquiry Certificate (PEC) obtained by Mr C's solicitor when Mr C purchased the property was incomplete and, therefore, misleading (not upheld); and (e) the Statutory Notice issued in 2004 in respect of Mr C's property was inaccurate, and his property was not in a serious state of repair (not upheld).	Not upheld	NONE	The Ombudsman has no recommendations to make.
19/12/07	200603376	(a) Mr A's claim for housing and council tax benefit made in January 2006 was not processed until July 2006 (upheld); (b) payment was not received until 2 August 2006 (partially upheld); (c) the Council wrongly denied that they were aware that Mr A was suffering distress as a consequence of their delay (upheld);and (d) a change of circumstances reported to the Council in August 2006 was not processed until November 2006 (not upheld).	Partially upheld	YES	consider favourably any reasonable claim for out of pocket expenses that Mr A may make and apologise to him for their failure to recognise his distress and for their delay in determining his claim. The Council have accepted the recommendations and acted on them accordingly.
23/01/08	200501013	(a) inappropriately asserted, prior to the consultation process, that the CPS would go ahead, and acted to that end before the committee vote (not upheld); (b) failed, during the statutory consultation period, to display and maintain all notices and information sources required by statute (not upheld); (c) mis-stated the reasons for the proposed measures (not upheld); (d) employed inappropriate methods during the consultation process that had the effect of reducing the number of objections registered in time and misrepresenting the number of submitted objections (not upheld); (e) inappropriately discussed the matter at a meeting of the Roads and Lighting Committee Convener's sub-committee (not upheld); (f) failed to implement the scheme as voted for by the Roads and Lighting Committee (not upheld); and (g) inappropriately failed to notify certain organisations of the proposals (not upheld).	Not upheld	NONE	The Ombudsman has no recommendations to make.