

WEST DUNBARTONSHIRE COUNCIL

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 about housing, 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 1 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 your Council, proportionally, compares against the average for all Scottish local authorities. The actual number of premature complaints for your Council was 25, representing 69% of the total determined, but proportionally a reduction 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 five complaints about your Council in 2007-08, of which we partially upheld two and did not uphold three. 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.

Three complaints investigated related to planning issues and two to housing repairs.

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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>.

West Dunbartonshire Council

Table 1

Received by Subject	2006/7		2007/8			All Local Authority	
	Total Contacts	Complaints Only	Total Contacts	Complaints Only	complaints as % of total	Complaints	complaints as % of total
Building Control	0	0	0	0	0%	20	2%
Consumer protection	0	0	0	0	0%	3	0%
Economic development	0	0	0	0	0%	4	0%
Education	0	0	0	0	0%	67	5%
Env Health & Cleansing	1	1	2	2	6%	69	5%
Finance	4	2	5	3	10%	123	9%
Fire & police boards	0	0	0	0	0%	1	0%
Housing	10	6	20	19	61%	394	30%
Land & Property	1	0	1	1	3%	31	2%
Legal & admin	0	0	1	1	3%	66	5%
National Park Authorities	0	0	0	0	0%	2	0%
Other	0	0	0	0	0%	6	0%
Personnel	0	0	0	0	0%	29	2%
Planning	3	3	2	2	6%	243	18%
Recreation & Leisure	0	0	0	0	0%	21	2%
Roads	0	0	0	0	0%	71	5%
Social Work	1	1	5	3	10%	148	11%
Valuation Joint Boards	0	0	0	0	0%	11	1%
Out of jurisdiction	1	0	0	0	0%	0	0%
Subject unknown	0	0	0	0	0%	20	2%
Total	21	13	36	31		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	10	25
	Out of jurisdiction	0	1
	Discontinued or suspended before investigation	0	1
	Withdrawn / Failed to provide information before investigation	2	2
Examination	Determined after detailed consideration	0	2
Investigation	Report Issued - Not Upheld	0	3
	Report Issued - Partially Upheld	2	2
	Report Issued - Fully Upheld	0	0
	Discontinued during investigation	0	0
	Withdrawn / Failed to provide information during investigation	0	0
Total		14	36

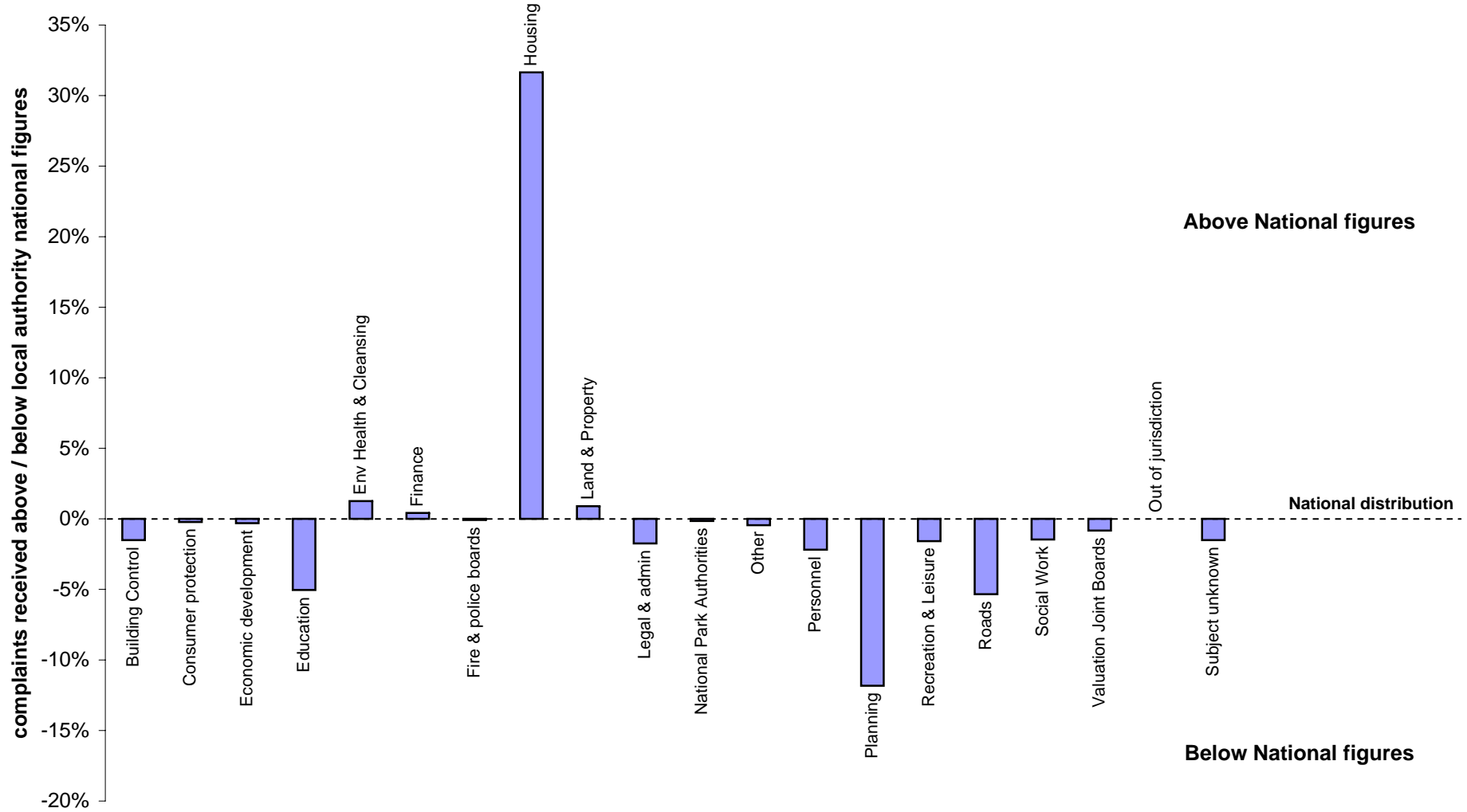
Note about comparing 2007-08 complaint numbers to the previous year:

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: West Dunbartonshire Council proportions compared to the distribution of all local authority complaints received



West Dunbartonshire Council

	Case Ref	Summary	Finding	Recs	Recommendation(s)
23/05/07	200500936	(a) work to treat woodworm infestation, dampness and rot was not carried out promptly or effectively (not upheld); (b) furnishings removed to carry out inspections and treatment were not correctly reinstated (not upheld); (c) concerns raised about anti-social behaviour were not adequately addressed (not upheld); (d) the Council failed to respond to a formal complaint (upheld); and (e) the repossession of a lock-up garage was carried out improperly (not upheld).	Partially upheld	YES	(i) review the system for ensuring the quality of repair work completed; and (ii) apologise to Ms C for failing to respond to a formal complaint. The Council have accepted the recommendations and will act on them accordingly.
21/11/07	200602514	the Council failed to: (a) expedite Mrs C's requests for housing repairs (not upheld); and (b) award the correct number of waiting points to Mrs C's request for housing transfer (not upheld).	Not upheld	NONE	The Ombudsman has no recommendations to make.
20/02/08	200502961	the Council: (a) mishandled Mr C's representations on the Application (upheld); (b) prepared a report on the Application prior to the expiry of the period for representations (upheld); (c) failed to meet Mr C's requests for information on their report and the minutes relating to the consideration of the Application (upheld); (d) their officers took an over-active interest in promoting the applicant's interests particularly regarding access (not upheld); and (e) planning officers inappropriately issued the outline consent without further reference to the Council's Planning Committee (not upheld).	Partially upheld	YES	(i) in order to ensure that in similar future circumstances objectors have confidence that their timely representations are fully considered and reported on; and (ii) on issuing reports for consideration where the period for representations has not expired.
19/03/08	200500311 200501522	the Council failed to ensure that: (a) the Developer complied properly with the statutory neighbour notification procedure (not upheld); (b) the planning applications included full details of the proposed ground levels and associated engineering works (not upheld); (c) proper account was taken of possible encroachment, loss of privacy and light, removal of existing trees and the impact of noise on amenity (not upheld); and (d) road safety implications were considered (not upheld).	Not upheld	YES	take action to secure the early installation of bollards and fencing which they earlier identified as desirable.