

2008-9 Statistics Tables – Explanatory Notes and Commentary

Tables: Attached are summary details of the contacts and complaints about your Council that the SPSO received and determined in 2008-09. Table 1 details total contacts (by our subject categories) received for your Council for 2007-08 and 2008-09, alongside the total of local authority complaints for these years. We recorded 115 complaints about the Council, compared to 84 in the previous year. Table 2 shows the outcomes of complaints determined by the SPSO in 2008-09.

Graphs: The first graph provides a visual representation of the information from the right side of Table 1. You'll see that in 2008-09 your Council was above the national average in terms of complaints about environmental health & cleansing, finance and roads & transport. Your Council was again below the average for complaints about planning. We received more complaints for your Council about issues related to housing and environmental health & cleansing, and fewer complaints about social work, than in the previous year.

The second graph shows for each Council the percentage of complaints that we received and determined as premature, against the national average in 2008-9 (60%). We consider a complaint to be premature when it reaches us before the complainant has been through the full complaints process of the organisation. The graph does not reflect the number of premature complaints that we received about your Council, but shows how your Council, proportionately, compares against the average for Scottish local authorities. Your Council is number 3 on the graph, above the average. You'll see from Table 2 that the actual number of premature complaints for your Council was 79 out of a total of 107 complaints determined (74% of the total for your Council). This was a significant increase on the previous year's figure of 53 out of 93 (57% of the total for your Council).

NB We don't adjust any of our figures to mitigate the impact of housing stock transfer. It's evident, however, that there's a tendency for authorities that retain housing stock to receive more complaints and 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's a disproportionately high incidence of prematurity with housing complaints.

Complaints and Recommendations Reported to Parliament

We reported on only two complaints about your Council in 2008-09. We upheld one and did not uphold the other. Attached is a summary sheet showing both complaints, and summarising the recommendations made. As you are no doubt aware, in appropriate cases the Ombudsman may make recommendations where a complaint is not upheld, if he believes that there are lessons that may be learned. You will also be aware that SPSO Complaints Investigators follow up to find out what changes have been made as a result of recommendations.

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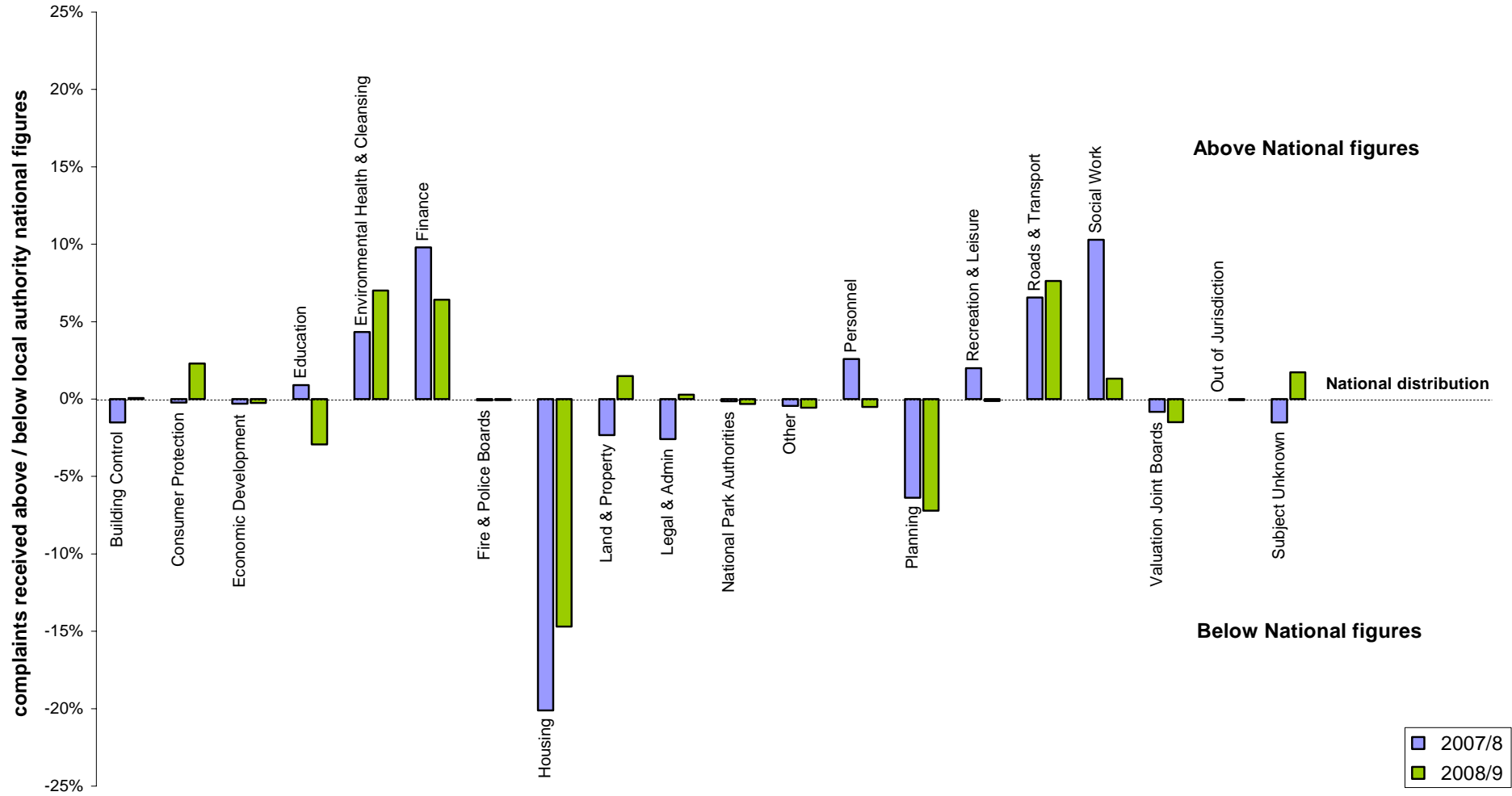
We hope that you find this summary information useful. If you have any enquiries about the statistics, please contact Annie White, SPSO Casework Knowledge Manager, on 0131 240 8843 or email awhite@spsso.org.uk. Fuller statistical reports are available on our website at: <http://www.spsso.org.uk/statistics/index.php>.

Glasgow City Council

Table 1

Received by Subject	2007/8			All Local Authority Complaints			2008/9			All Local Authority Complaints		
	Total Contacts	Complaints Only	complaints as % of total	Total Contacts	Complaints Only	complaints as % of total	Total Contacts	Complaints Only	complaints as % of total	Total Contacts	Complaints Only	complaints as % of total
Building Control	3	0	0%	20	2	2%	3	2	2%	27	2	2%
Consumer Protection	0	0	0%	3	0	0%	3	3	3%	5	0	0%
Economic Development	0	0	0%	4	0	0%	0	0	0%	4	0	0%
Education	9	5	6%	67	5	5%	3	3	3%	89	6	6%
Environmental Health & Cleansing	10	8	10%	69	5	5%	14	13	11%	69	4	4%
Finance	19	16	19%	123	9	9%	27	18	16%	148	9	9%
Fire & Police Boards	0	0	0%	1	0	0%	0	0	0%	1	0	0%
Housing	11	8	10%	394	30	30%	16	16	14%	459	29	29%
Land & Property	1	0	0%	31	2	2%	4	4	3%	32	2	2%
Legal & Admin	3	2	2%	66	5	5%	6	6	5%	79	5	5%
National Park Authorities	0	0	0%	2	0	0%	0	0	0%	5	0	0%
Other	1	0	0%	6	0	0%	0	0	0%	9	1	1%
Personnel	5	4	5%	29	2	2%	3	1	1%	22	1	1%
Planning	22	10	12%	243	18	18%	12	11	10%	269	17	17%
Recreation & Leisure	4	3	4%	21	2	2%	8	3	3%	44	3	3%
Roads & Transport	13	10	12%	71	5	5%	16	15	13%	87	5	5%
Social Work	26	18	21%	148	11	11%	18	15	13%	188	12	12%
Valuation Joint Boards	0	0	0%	11	1	1%	0	0	0%	24	1	1%
Out of Jurisdiction	0	0	0%	0	0	0%	0	0	0%	1	0	0%
Subject Unknown	5	0	0%	20	2	2%	6	5	4%	42	3	3%
Total	132	84		1,329			139	115		1,604		

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



Glasgow City Council

Table 2

Complaints Determined by Outcome		2007/8	All Local Authority	2008/9	All Local Authority
Assessment	Premature	53	760	79	923
	Out of Jurisdiction	14	154	5	102
	Withdrawn or failed to provide information before investigation	16	178	9	158
	Discontinued or suspended before investigation	0	42	0	12
Examination	Determined after detailed consideration	6	240	12	279
Investigation	Report issued: not upheld	2	82	1	25
	Report issued: partially upheld	1	62	0	22
	Report issued: fully upheld	0	23	1	15
	Withdrawn or failed to provide information during investigation	0	4	0	1
	Discontinued or suspended during investigation	1	13	0	9
Total		93	1,558	107	1,546

Glasgow City Council

Published	Case Ref.	Summary	Decision	Recommendation(s)
23/07/08	200503340	(a) Head Teacher 1, when Ms A was a pupil at the School, had not dealt adequately with Ms C's complaint that the School had failed in their duty of care towards her daughter (not upheld); and (b) the Council failed to follow satisfactorily their complaints procedure after Ms C complained to them about the way her complaint was handled by the School (not upheld).	not upheld	(i) take action to ensure that, during the course of a formal complaints investigation, statements made as part of the investigation are dated and include, wherever possible, dates of the events recounted within the statements; (ii) that written records which form part of an investigation are retained for an agreed period of time; and (iii) give consideration to the inclusion of this within the procedures outlined in the relevant section of the School's Pastoral Care Policy. The Council have accepted the recommendations and will act on them accordingly.
25/03/09	200603518	the Council: (a) failed to enforce an Abatement Notice effectively (upheld); and (b) failed to keep Mr C adequately informed about progress of the enforcement of the Abatement Notice (no finding).	upheld	(i) apologise to Mr and his wife for a lack of clarity and consistency in their approach to addressing the statutory nuisance; and (ii) reflect on what can be done to address the gap between their statutory responsibilities and customer expectations in situations like this.