

ANGUS COUNCIL

SCRUTINY & AUDIT COMMITTEE – 19 JUNE 2018

**COMPLAINTS RAISED WITH SCOTTISH PUBLIC SERVICES OMBUDSMAN
1 OCTOBER 2017 – 31 MARCH 2018**

LISA J DALLAS, SERVICE LEADER - LEGAL AND DEMOCRATIC

ABSTRACT

This report provides information about complaints made to the Scottish Public Services Ombudsman (SPSO) in respect of Angus Council during the period 1 October 2017 – 31 March 2018.

1. RECOMMENDATIONS

It is recommended that the Committee:

- (i) notes the findings of the SPSO; and
- (ii) agrees that the actions taken in respect of the SPSO recommendations are appropriate.

2. ALIGNMENT TO THE ANGUS COMMUNITY PLAN/SINGLE OUTCOME AGREEMENT/COPORATE PLAN

This report supports services in the delivery of all outcomes contained within the Angus Community Plan, the Single Outcome Agreement and the Corporate Plan.

3. INVESTIGATION REPORTS AND DECISION LETTERS – 1 OCTOBER 2017– 31 MARCH 2018

This report provides details of all complaints received by the SPSO in respect of Angus Council between 1 October 2017 and 31 March 2018. The Council adopted the SPSO national complaints handling procedure in December 2012 (Report 703/12). The purpose behind a national procedure is to enable councils to compare the number and type of complaints with other local authorities but also to enable councils to learn from complaints and to use them to drive improvement within our services.

During the period 1 October 2017 to 31 March 2018 in total six letters of complaint were received by the SPSO in relation to Angus Council. Two complaints are ongoing. Brief details of these complaints are detailed in **Appendix 1**.

4. RISKS

This report does not require any specific risks to be addressed.

5. FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

NOTE: No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

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Appendix:

Appendix 1: Complaints Received 1 October 2017 to 31 March 2018

COMPLAINTS RECEIVED 1 OCTOBER 2017 – 31 MARCH 2018

Complaint 1 201702621
Complaint Council's handling of complaint about a school transport driver
Date decision received 6 December 2017
Decision Following recommendations from SPSO processes have been put in place to ensure that all bus drivers employed on Angus Council contracts undergo child protection awareness training.

Complaint 2 201703550
Complaint Council had unreasonably failed to ensure that an area at a pedestrian railway crossing, was safe for members of the public.
Date decision received
Decision Ongoing

Complaint 3 201706055
Complaint The Council failed to ensure that complainant's windows are of a reasonable standard and that the Council had refused to confirm that the condition of the property was substandard.
Date decision received 17 January 2018
Decision SPSO have closed the complaint without investigation. The Council had advised tenant that windows needed replaced; a contract to replace windows in the area was in place and tenant offered temporary decant to a suitable property.

Complaint 4 201708663
Complaint Complaint regarding payment for school transport following parents moving their child to another school.
Date decision received 22 March 2018
Decision SPSO have advised that this is not a complaint which they will investigate.

Complaint 5 201707503
Complaint Council's responses to concerns complainant has raised about dampness in his property following a roof leak.
Date decision received 27 April 2018

Decision SPSO considers that the Council's actions were reasonable and will not be investigating further.

Complaint 6 201708583

Date Complaint Received 28 March 2018

Complaint Public safety concern at Arbroath Retail Park and the response from the Council.

Date decision received 3 May 2018

Decision SPSO considers that the Council's actions were reasonable and will not be investigating further.

Complaint 7 201706717

Complaint Failure to uphold access rights under access code

Date decision received

Decision Ongoing

Total Number of Complaints 1 October 2017 – 31 March 2018 **6**

NOT UPHELD **3**

UPHELD **1**

ONGOING **2**