

SPSO SCOTTISH WELFARE FUND FINDINGS BY GRANT 2023-24

FINDINGS MADE ON COMMUNITY CARE GRANT CASES			
FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Communication issues - written	0	101	101
Guidance not followed correctly	17	92	109
Incorrect information	0	9	9
Incorrect interpretation of information	36	9	45
Insufficient information / Inquisitorial failure	35	20	55
New Information provided	16	0	16
Other	0	1	1
Positive feedback	0	2	2
Recording issue	0	23	23
Timescales not followed	0	52	52
TOTAL	104	309	413

FINDINGS MADE ON CRISIS GRANT CASES			
FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Communication issues - written	0	285	285
Guidance not followed correctly	22	218	240
Incorrect information	0	28	28
Incorrect interpretation of information	18	42	60
Insufficient information / Inquisitorial failure	17	18	35
New Information provided	19	0	19
Other	1	2	3
Positive feedback	0	1	1
Recording issue	0	45	45
Timescales not followed	0	65	65
TOTAL	77	704	781

SPSO SCOTTISH WELFARE FUND FINDINGS BY COUNCIL 2023-24

COUNCIL / FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Aberdeen City Council	1	9	10
Communication issues - written	0	4	4
Guidance not followed correctly	0	2	2
Incorrect information	0	2	2
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	0	1	1
Aberdeenshire Council	0	6	6
Communication issues - written	0	3	3
Guidance not followed correctly	0	2	2
Incorrect interpretation of information	0	1	1
Angus Council	2	28	30
Communication issues - written	0	7	7
Guidance not followed correctly	0	10	10
Incorrect interpretation of information	2	5	7
Recording issue	0	6	6
Argyll and Bute Council	5	11	16
Communication issues - written	0	4	4
Guidance not followed correctly	1	7	8
New Information provided	4	0	4
Clackmannanshire Council	4	41	45
Communication issues - written	0	14	14
Guidance not followed correctly	1	20	21
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	2	0	2
Recording issue	0	3	3
Timescales not followed	0	4	4
Dumfries and Galloway Council	3	9	12
Communication issues - written	0	6	6
Guidance not followed correctly	0	1	1
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	1	0	1
New Information provided	1	0	1

Recording issue	0	1	1
Timescales not followed	0	1	1
Dundee City Council	5	36	41
Communication issues - written	0	20	20
Guidance not followed correctly	2	11	13
Incorrect interpretation of information	0	1	1
Insufficient information / Inquisitorial failure	3	0	3
Recording issue	0	2	2
Timescales not followed	0	2	2
East Ayrshire Council	8	16	24
Communication issues - written	0	9	9
Guidance not followed correctly	2	5	7
Insufficient information / Inquisitorial failure	6	1	7
Recording issue	0	1	1
East Dunbartonshire Council	0	7	7
Communication issues - written	0	3	3
Incorrect information	0	1	1
Recording issue	0	2	2
Timescales not followed	0	1	1
East Lothian Council	3	24	27
Communication issues - written	0	12	12
Guidance not followed correctly	0	7	7
Incorrect interpretation of information	2	2	4
Insufficient information / Inquisitorial failure	1	1	2
Positive feedback	0	1	1
Recording issue	0	1	1
East Renfrewshire Council	1	9	10
Communication issues - written	0	4	4
Guidance not followed correctly	0	2	2
Insufficient information / Inquisitorial failure	0	1	1
New Information provided	1	0	1
Recording issue	0	1	1
Timescales not followed	0	1	1
Falkirk Council	4	19	23
Communication issues - written	0	8	8
Guidance not followed correctly	3	5	8
Insufficient information / Inquisitorial failure	0	2	2
New Information provided	1	0	1
Other	0	1	1

Recording issue	0	2	2
Timescales not followed	0	1	1
Fife Council	22	96	118
Communication issues - written	0	35	35
Guidance not followed correctly	3	24	27
Incorrect information	0	4	4
Incorrect interpretation of information	7	1	8
Insufficient information / Inquisitorial failure	11	8	19
New Information provided	1	0	1
Recording issue	0	2	2
Timescales not followed	0	22	22
Glasgow City Council	49	234	283
Communication issues - written	0	63	63
Guidance not followed correctly	10	58	68
Incorrect information	0	11	11
Incorrect interpretation of information	18	6	24
Insufficient information / Inquisitorial failure	14	13	27
New Information provided	6	0	6
Other	1	2	3
Recording issue	0	12	12
Timescales not followed	0	69	69
Inverclyde Council	1	6	7
Guidance not followed correctly	0	4	4
Incorrect interpretation of information	1	1	2
Timescales not followed	0	1	1
Midlothian Council	6	37	43
Communication issues - written	0	23	23
Guidance not followed correctly	1	9	10
Incorrect information	0	1	1
Incorrect interpretation of information	1	1	2
Insufficient information / Inquisitorial failure	1	1	2
New Information provided	3	0	3
Recording issue	0	1	1
Timescales not followed	0	1	1
North Ayrshire Council	7	19	26
Communication issues - written	0	8	8
Guidance not followed correctly	2	5	7
Incorrect interpretation of information	5	0	5
Recording issue	0	5	5

Timescales not followed	0	1	1
North Lanarkshire Council	2	34	36
Communication issues - written	0	14	14
Guidance not followed correctly	1	8	9
Incorrect information	0	2	2
Incorrect interpretation of information	0	3	3
New Information provided	1	0	1
Recording issue	0	4	4
Timescales not followed	0	3	3
Perth and Kinross Council	3	48	51
Communication issues - written	0	21	21
Guidance not followed correctly	1	21	22
Incorrect interpretation of information	0	4	4
Insufficient information / Inquisitorial failure	2	0	2
Recording issue	0	2	2
Renfrewshire Council	6	33	39
Communication issues - written	0	16	16
Guidance not followed correctly	0	7	7
Incorrect information	0	3	3
Incorrect interpretation of information	3	2	5
Insufficient information / Inquisitorial failure	0	1	1
New Information provided	3	0	3
Recording issue	0	3	3
Timescales not followed	0	1	1
South Ayrshire Council	4	17	21
Communication issues - written	0	4	4
Guidance not followed correctly	3	8	11
Incorrect interpretation of information	0	2	2
New Information provided	1	0	1
Timescales not followed	0	3	3
South Lanarkshire Council	14	61	75
Communication issues - written	0	22	22
Guidance not followed correctly	3	20	23
Incorrect information	0	1	1
Incorrect interpretation of information	1	9	10
Insufficient information / Inquisitorial failure	5	1	6
New Information provided	5	0	5
Positive feedback	0	2	2
Recording issue	0	2	2

Timescales not followed	0	4	4
Stirling Council	2	5	7
Communication issues - written	0	4	4
Incorrect information	0	1	1
Insufficient information / Inquisitorial failure	1	0	1
New Information provided	1	0	1
The City of Edinburgh Council	18	132	150
Communication issues - written	0	55	55
Guidance not followed correctly	4	45	49
Incorrect information	0	11	11
Incorrect interpretation of information	8	8	16
Insufficient information / Inquisitorial failure	3	5	8
New Information provided	3	0	3
Recording issue	0	7	7
Timescales not followed	0	1	1
The Highland Council	6	50	56
Communication issues - written	0	16	16
Guidance not followed correctly	1	21	22
Incorrect interpretation of information	3	4	7
Insufficient information / Inquisitorial failure	2	3	5
Recording issue	0	6	6
West Dunbartonshire Council	2	10	12
Communication issues - written	0	4	4
Guidance not followed correctly	1	4	5
Incorrect interpretation of information	0	1	1
New Information provided	1	0	1
Recording issue	0	1	1
West Lothian Council	3	16	19
Communication issues - written	0	7	7
Guidance not followed correctly	0	4	4
New Information provided	3	0	3
Recording issue	0	4	4
Timescales not followed	0	1	1
TOTAL	181	1,013	1,194