

**SPSO SCOTTISH WELFARE FUND FINDINGS BY GRANT 2025-26**

<b>FINDINGS MADE ON COMMUNITY CARE GRANT CASES</b>			
<b>FINDINGS</b>	<b>MATERIAL TO DECISION</b>	<b>NOT MATERIAL TO DECISION</b>	<b>TOTAL</b>
Communication issues - written	0	42	42
Guidance not followed correctly	7	89	96
Incorrect information	0	4	4
Incorrect interpretation of information	35	18	53
Insufficient information / Inquisitorial failure	22	8	30
New Information provided	20	0	20
Other	0	2	2
Recording issue	0	14	14
Timescales not followed	0	39	39
<b>TOTAL</b>	<b>84</b>	<b>216</b>	<b>300</b>

<b>FINDINGS MADE ON CRISIS GRANT CASES</b>			
<b>FINDINGS</b>	<b>MATERIAL TO DECISION</b>	<b>NOT MATERIAL TO DECISION</b>	<b>TOTAL</b>
Communication issues - written	0	155	155
Guidance not followed correctly	31	184	215
Incorrect information	0	24	24
Incorrect interpretation of information	35	20	55
Insufficient information / Inquisitorial failure	7	11	18
New Information provided	23	0	23
Positive feedback	0	5	5
Recording issue	0	32	32
Timescales not followed	0	64	64
<b>TOTAL</b>	<b>96</b>	<b>495</b>	<b>591</b>



## SPSO SCOTTISH WELFARE FUND FINDINGS BY COUNCIL 2025-26

COUNCIL / FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
<b>Aberdeen City Council</b>	<b>1</b>	<b>6</b>	<b>7</b>
Communication issues - written	0	3	3
Guidance not followed correctly	0	2	2
New Information provided	1	0	1
Timescales not followed	0	1	1
<b>Aberdeenshire Council</b>	<b>1</b>	<b>13</b>	<b>14</b>
Communication issues - written	0	6	6
Guidance not followed correctly	0	2	2
Incorrect information	0	2	2
New Information provided	1	0	1
Positive feedback	0	1	1
Recording issue	0	2	2
<b>Argyll and Bute Council</b>	<b>2</b>	<b>3</b>	<b>5</b>
Communication issues - written	0	1	1
Guidance not followed correctly	0	2	2
Incorrect interpretation of information	2	0	2
<b>Clackmannanshire Council</b>	<b>9</b>	<b>30</b>	<b>39</b>
Communication issues - written	0	4	4
Guidance not followed correctly	1	19	20
Incorrect interpretation of information	5	1	6
Insufficient information / Inquisitorial failure	1	0	1
New Information provided	2	0	2
Recording issue	0	6	6
<b>Comhairle nan Eilean Siar</b>	<b>0</b>	<b>2</b>	<b>2</b>
Communication issues - written	0	1	1
Recording issue	0	1	1
<b>Dumfries and Galloway Council</b>	<b>0</b>	<b>7</b>	<b>7</b>
Communication issues - written	0	3	3
Guidance not followed correctly	0	2	2
Incorrect information	0	1	1
Incorrect interpretation of information	0	1	1
<b>Dundee City Council</b>	<b>0</b>	<b>2</b>	<b>2</b>
Guidance not followed correctly	0	2	2
<b>East Ayrshire Council</b>	<b>2</b>	<b>8</b>	<b>10</b>
Communication issues - written	0	8	8
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	1	0	1
<b>East Dunbartonshire Council</b>	<b>3</b>	<b>11</b>	<b>14</b>
Communication issues - written	0	3	3
Guidance not followed correctly	0	6	6
Incorrect interpretation of information	2	0	2
Insufficient information / Inquisitorial failure	1	0	1
Recording issue	0	2	2
<b>East Lothian Council</b>	<b>1</b>	<b>9</b>	<b>10</b>
Communication issues - written	0	3	3
Guidance not followed correctly	1	3	4
Recording issue	0	3	3
<b>East Renfrewshire Council</b>	<b>5</b>	<b>25</b>	<b>30</b>
Communication issues - written	0	11	11
Guidance not followed correctly	1	12	13
Incorrect interpretation of information	3	1	4
New Information provided	1	0	1
Recording issue	0	1	1
<b>Falkirk Council</b>	<b>2</b>	<b>8</b>	<b>10</b>
Communication issues - written	0	4	4
Guidance not followed correctly	0	3	3
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	1	0	1
Recording issue	0	1	1
<b>Fife Council</b>	<b>18</b>	<b>91</b>	<b>109</b>
Communication issues - written	0	18	18
Guidance not followed correctly	1	31	32
Incorrect information	0	8	8

Incorrect interpretation of information	7	4	11
Insufficient information / Inquisitorial failure	4	2	6
New Information provided	6	0	6
Recording issue	0	4	4
Timescales not followed	0	24	24
<b>Glasgow City Council</b>	<b>56</b>	<b>231</b>	<b>287</b>
Communication issues - written	0	47	47
Guidance not followed correctly	14	73	87
Incorrect information	0	3	3
Incorrect interpretation of information	18	15	33
Insufficient information / Inquisitorial failure	13	8	21
New Information provided	11	0	11
Other	0	1	1
Recording issue	0	13	13
Timescales not followed	0	71	71
<b>Inverclyde Council</b>	<b>1</b>	<b>5</b>	<b>6</b>
Communication issues - written	0	1	1
Incorrect interpretation of information	0	1	1
New Information provided	1	0	1
Positive feedback	0	1	1
Recording issue	0	2	2
<b>Midlothian Council</b>	<b>4</b>	<b>4</b>	<b>8</b>
Communication issues - written	0	2	2
Guidance not followed correctly	1	2	3
Insufficient information / Inquisitorial failure	2	0	2
New Information provided	1	0	1
<b>North Ayrshire Council</b>	<b>5</b>	<b>22</b>	<b>27</b>
Communication issues - written	0	5	5
Guidance not followed correctly	0	12	12
Incorrect interpretation of information	1	1	2
Insufficient information / Inquisitorial failure	1	2	3
New Information provided	3	0	3
Recording issue	0	2	2
<b>North Lanarkshire Council</b>	<b>6</b>	<b>22</b>	<b>28</b>
Communication issues - written	0	9	9
Guidance not followed correctly	4	7	11
Incorrect information	0	3	3
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	1	0	1
Recording issue	0	1	1
Timescales not followed	0	2	2
<b>Orkney Islands Council</b>	<b>1</b>	<b>4</b>	<b>5</b>
Communication issues - written	0	1	1
Guidance not followed correctly	0	3	3
Incorrect interpretation of information	1	0	1
<b>Perth and Kinross Council</b>	<b>3</b>	<b>33</b>	<b>36</b>
Communication issues - written	0	16	16
Guidance not followed correctly	0	11	11
Incorrect information	0	2	2
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	1	1	2
New Information provided	1	0	1
Positive feedback	0	1	1
Recording issue	0	1	1
Timescales not followed	0	1	1
<b>Renfrewshire Council</b>	<b>6</b>	<b>26</b>	<b>32</b>
Communication issues - written	0	10	10
Guidance not followed correctly	2	13	15
Incorrect information	0	1	1
Incorrect interpretation of information	2	0	2
New Information provided	2	0	2
Recording issue	0	2	2
<b>Scottish Borders Council</b>	<b>0</b>	<b>4</b>	<b>4</b>
Guidance not followed correctly	0	4	4
<b>South Ayrshire Council</b>	<b>3</b>	<b>7</b>	<b>10</b>
Communication issues - written	0	3	3
Guidance not followed correctly	0	2	2
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	1	0	1

New Information provided	1	0	1
Positive feedback	0	1	1
Recording issue	0	1	1
<b>South Lanarkshire Council</b>	<b>9</b>	<b>14</b>	<b>23</b>
Communication issues - written	0	2	2
Guidance not followed correctly	3	9	12
Incorrect information	0	1	1
Incorrect interpretation of information	1	1	2
Insufficient information / Inquisitorial failure	0	1	1
New Information provided	5	0	5
<b>Stirling Council</b>	<b>0</b>	<b>3</b>	<b>3</b>
Communication issues - written	0	1	1
Guidance not followed correctly	0	1	1
Recording issue	0	1	1
<b>The City of Edinburgh Council</b>	<b>29</b>	<b>71</b>	<b>100</b>
Communication issues - written	0	19	19
Guidance not followed correctly	6	29	35
Incorrect information	0	5	5
Incorrect interpretation of information	16	10	26
Insufficient information / Inquisitorial failure	0	3	3
New Information provided	7	0	7
Positive feedback	0	1	1
Recording issue	0	1	1
Timescales not followed	0	3	3
<b>The Highland Council</b>	<b>5</b>	<b>18</b>	<b>23</b>
Communication issues - written	0	6	6
Guidance not followed correctly	0	6	6
Incorrect information	0	1	1
Incorrect interpretation of information	4	3	7
Insufficient information / Inquisitorial failure	1	0	1
Recording issue	0	1	1
Timescales not followed	0	1	1
<b>The Moray Council</b>	<b>0</b>	<b>1</b>	<b>1</b>
Communication issues - written	0	1	1
<b>West Dunbartonshire Council</b>	<b>7</b>	<b>28</b>	<b>35</b>
Communication issues - written	0	8	8
Guidance not followed correctly	4	15	19
Incorrect information	0	1	1
Incorrect interpretation of information	2	0	2
Insufficient information / Inquisitorial failure	1	2	3
Other	0	1	1
Recording issue	0	1	1
<b>West Lothian Council</b>	<b>1</b>	<b>3</b>	<b>4</b>
Communication issues - written	0	1	1
Guidance not followed correctly	0	2	2
Incorrect interpretation of information	1	0	1
<b>TOTAL</b>	<b>180</b>	<b>711</b>	<b>891</b>