

**SPSO SCOTTISH WELFARE FUND FINDINGS BY GRANT 2021-22**

<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	98	98
Covid-19 Timescales not followed	0	6	6
Guidance not followed correctly	5	52	57
Incorrect information	1	2	3
Incorrect interpretation of information	23	12	35
Insufficient information / Inquisitorial failure	26	13	39
Internal council recording issue	0	29	29
New information provided	20	2	22
Other	0	1	1
Timescales	0	8	8
Timescales not followed	0	10	10
<b>TOTAL</b>	<b>75</b>	<b>233</b>	<b>308</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 - verbal	0	2	2
Communication issues - written	0	354	354
Covid-19 Lack of decision letters	0	5	5
Covid-19 Timescales not followed	0	13	13
Decision letter(s) not sent	0	13	13
Findings issues – No decision letters	0	1	1
Guidance not followed correctly	31	179	210
Incorrect information	3	14	17
Incorrect interpretation of information	39	67	106
Insufficient information / Inquisitorial failure	13	23	36
Internal council recording issue	0	84	84
New Information provided	17	0	17
Other	0	1	1
Positive feedback	0	1	1
SIS – issues arising from draft guidance or data	0	1	1
SIS - issues arising from guidance or data sharing arrangements	1	0	1
SIS - timescales not in line with regulations	0	6	6
Timescales	0	12	12
Timescales not followed	0	41	41
<b>TOTAL</b>	<b>104</b>	<b>817</b>	<b>921</b>

<b>FINDINGS MADE ON SELF-ISOLATION SUPPORT 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
Covid-19 Lack of information gathering/ inquisitorial failure	0	1	1
Covid-19 Timescales not followed	0	15	15
Guidance not followed correctly	19	63	82
Incorrect information	1	15	16
Incorrect interpretation of information	17	16	33
Insufficient information / Inquisitorial failure	24	10	34
Internal council recording issue	0	86	86
New Information provided	66	4	70
Other	0	2	2
Positive feedback	0	2	2
SIS – issues arising from draft guidance or data	6	11	17
SIS - issues arising from guidance or data sharing arrangements	10	1	11
SIS - timescales not in line with regulations	0	185	185
Timescales	0	3	3
Timescales not followed	0	22	22
<b>TOTAL</b>	<b>143</b>	<b>591</b>	<b>734</b>

## SPSO SCOTTISH WELFARE FUND FINDINGS BY COUNCIL 2021-22

COUNCIL / FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
<b>Aberdeenshire Council</b>	<b>1</b>	<b>8</b>	<b>9</b>
Communication issues - written	0	5	5
Guidance not followed correctly	1	1	2
Incorrect interpretation of information	0	1	1
Internal council recording issue	0	1	1
<b>Angus Council</b>	<b>1</b>	<b>7</b>	<b>8</b>
Communication issues - written	0	4	4
Guidance not followed correctly	0	1	1
Incorrect interpretation of information	1	0	1
Internal council recording issue	0	1	1
Timescales not followed	0	1	1
<b>Argyll and Bute Council</b>	<b>1</b>	<b>6</b>	<b>7</b>
Communication issues - written	0	2	2
Guidance not followed correctly	0	3	3
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	0	1	1
<b>Clackmannanshire Council</b>	<b>1</b>	<b>17</b>	<b>18</b>
Communication issues - written	0	7	7
Covid-19 Timescales not followed	0	1	1
Guidance not followed correctly	0	3	3
Incorrect information	0	1	1
Insufficient information / Inquisitorial failure	1	0	1
Internal council recording issue	0	4	4
Other	0	1	1
<b>Dumfries and Galloway Council</b>	<b>7</b>	<b>19</b>	<b>26</b>
Communication issues - written	0	7	7
Covid-19 Lack of decision letters	0	1	1
Findings issues – No decision letters	0	1	1
Guidance not followed correctly	1	7	8
Incorrect interpretation of information	3	2	5
Internal council recording issue	0	1	1

New Information provided	3	0	3
<b>Dundee City Council</b>	<b>5</b>	<b>51</b>	<b>56</b>
Communication issues - written	0	35	35
Decision letter(s) not sent	0	2	2
Guidance not followed correctly	1	6	7
Incorrect information	0	1	1
Incorrect interpretation of information	2	1	3
Insufficient information / Inquisitorial failure	0	1	1
Internal council recording issue	0	4	4
New Information provided	2	0	2
Timescales not followed	0	1	1
<b>East Ayrshire Council</b>	<b>9</b>	<b>43</b>	<b>52</b>
Communication issues - written	0	20	20
Guidance not followed correctly	4	6	10
Incorrect information	1	0	1
Incorrect interpretation of information	1	2	3
Insufficient information / Inquisitorial failure	1	2	3
Internal council recording issue	0	4	4
New Information provided	2	0	2
SIS - timescales not in line with regulations	0	6	6
Timescales not followed	0	3	3
<b>East Dunbartonshire Council</b>	<b>4</b>	<b>19</b>	<b>23</b>
Communication issues - written	0	9	9
Covid-19 Timescales not followed	0	2	2
Guidance not followed correctly	0	2	2
Incorrect information	0	1	1
Incorrect interpretation of information	0	2	2
Insufficient information / Inquisitorial failure	2	0	2
Internal council recording issue	0	2	2
New Information provided	2	0	2
SIS - timescales not in line with regulations	0	1	1
<b>East Lothian Council</b>	<b>1</b>	<b>6</b>	<b>7</b>
Communication issues - written	0	2	2
Guidance not followed correctly	1	1	2
Internal council recording issue	0	1	1
SIS - timescales not in line with regulations	0	2	2
<b>East Renfrewshire Council</b>	<b>1</b>	<b>3</b>	<b>4</b>

Guidance not followed correctly	0	2	2
Incorrect interpretation of information	1	0	1
SIS - timescales not in line with regulations	0	1	1
<b>Falkirk Council</b>	<b>8</b>	<b>36</b>	<b>44</b>
Communication issues - written	0	17	17
Guidance not followed correctly	3	4	7
Incorrect information	0	2	2
Incorrect interpretation of information	2	1	3
Insufficient information / Inquisitorial failure	1	0	1
Internal council recording issue	0	6	6
New Information provided	1	0	1
SIS – issues arising from draft guidance or data	1	0	1
SIS - timescales not in line with regulations	0	6	6
<b>Fife Council</b>	<b>16</b>	<b>129</b>	<b>145</b>
Communication issues - written	0	37	37
Covid-19 Lack of decision letters	0	1	1
Covid-19 Timescales not followed	0	7	7
Decision letter(s) not sent	0	5	5
Guidance not followed correctly	2	19	21
Incorrect information	1	1	2
Incorrect interpretation of information	4	13	17
Insufficient information / Inquisitorial failure	4	2	6
Internal council recording issue	0	3	3
New Information provided	4	0	4
SIS – issues arising from draft guidance or data	1	1	2
SIS - timescales not in line with regulations	0	13	13
Timescales	0	8	8
Timescales not followed	0	19	19
<b>Glasgow City Council</b>	<b>88</b>	<b>297</b>	<b>385</b>
Communication issues - verbal	0	1	1
Communication issues - written	0	81	81
Covid-19 Lack of information gathering/ inquisitorial failure	0	1	1
Covid-19 Timescales not followed	0	15	15
Decision letter(s) not sent	0	3	3
Guidance not followed correctly	10	53	63
Incorrect information	1	4	5
Incorrect interpretation of information	15	17	32

Insufficient information / Inquisitorial failure	19	16	35
Internal council recording issue	0	15	15
New Information provided	38	0	38
SIS – issues arising from draft guidance or data	1	4	5
SIS - issues arising from guidance or data sharing arrangements	4	0	4
SIS - timescales not in line with regulations	0	55	55
Timescales	0	11	11
Timescales not followed	0	21	21
<b>Inverclyde Council</b>	<b>1</b>	<b>5</b>	<b>6</b>
Communication issues - written	0	1	1
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	0	1	1
Internal council recording issue	0	1	1
Positive feedback	0	1	1
Timescales	0	1	1
<b>Midlothian Council</b>	<b>1</b>	<b>9</b>	<b>10</b>
Communication issues - written	0	6	6
Guidance not followed correctly	0	2	2
Incorrect information	0	1	1
New Information provided	1	0	1
<b>North Ayrshire Council</b>	<b>1</b>	<b>14</b>	<b>15</b>
Communication issues - written	0	5	5
Guidance not followed correctly	0	3	3
Incorrect interpretation of information	0	2	2
Internal council recording issue	0	1	1
New Information provided	1	0	1
SIS - timescales not in line with regulations	0	2	2
Timescales	0	1	1
<b>North Lanarkshire Council</b>	<b>7</b>	<b>56</b>	<b>63</b>
Communication issues - written	0	16	16
Covid-19 Timescales not followed	0	2	2
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	1	8	9
Incorrect information	1	1	2
Incorrect interpretation of information	2	3	5
Insufficient information / Inquisitorial failure	0	1	1
Internal council recording issue	0	7	7

New Information provided	1	0	1
SIS – issues arising from draft guidance or data	1	2	3
SIS - issues arising from guidance or data sharing arrangements	1	0	1
SIS - timescales not in line with regulations	0	12	12
Timescales not followed	0	3	3
<b>Orkney Islands Council</b>	<b>0</b>	<b>3</b>	<b>3</b>
Communication issues - written	0	1	1
Guidance not followed correctly	0	1	1
Internal council recording issue	0	1	1
<b>Perth and Kinross Council</b>	<b>6</b>	<b>36</b>	<b>42</b>
Communication issues - written	0	13	13
Guidance not followed correctly	1	6	7
Incorrect information	0	2	2
Incorrect interpretation of information	2	2	4
Insufficient information / Inquisitorial failure	2	0	2
Internal council recording issue	0	6	6
Other	0	1	1
SIS - issues arising from guidance or data sharing arrangements	1	0	1
SIS - timescales not in line with regulations	0	4	4
Timescales	0	1	1
Timescales not followed	0	1	1
<b>Renfrewshire Council</b>	<b>44</b>	<b>205</b>	<b>249</b>
Communication issues - written	0	83	83
Covid-19 Timescales not followed	0	3	3
Guidance not followed correctly	8	32	40
Incorrect information	0	5	5
Incorrect interpretation of information	9	8	17
Insufficient information / Inquisitorial failure	12	2	14
Internal council recording issue	0	39	39
New Information provided	14	2	16
SIS – issues arising from draft guidance or data	0	2	2
SIS - issues arising from guidance or data sharing arrangements	1	1	2
SIS - timescales not in line with regulations	0	24	24
Timescales not followed	0	4	4
<b>South Ayrshire Council</b>	<b>0</b>	<b>15</b>	<b>15</b>
Communication issues - written	0	4	4
Guidance not followed correctly	0	3	3

Incorrect information	0	1	1
Incorrect interpretation of information	0	2	2
Internal council recording issue	0	2	2
SIS - timescales not in line with regulations	0	3	3
<b>South Lanarkshire Council</b>	<b>9</b>	<b>59</b>	<b>68</b>
Communication issues - written	0	22	22
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	1	15	16
Incorrect interpretation of information	4	4	8
Insufficient information / Inquisitorial failure	0	2	2
Internal council recording issue	0	3	3
New Information provided	4	1	5
Other	0	1	1
Positive feedback	0	2	2
SIS – issues arising from draft guidance or data	0	2	2
SIS - timescales not in line with regulations	0	2	2
Timescales not followed	0	4	4
<b>Stirling Council</b>	<b>0</b>	<b>8</b>	<b>8</b>
Communication issues - written	0	2	2
Guidance not followed correctly	0	1	1
Incorrect information	0	1	1
Internal council recording issue	0	2	2
Timescales not followed	0	2	2
<b>The City of Edinburgh Council</b>	<b>95</b>	<b>473</b>	<b>568</b>
Communication issues - verbal	0	1	1
Communication issues - written	0	180	180
Covid-19 Lack of decision letters	0	2	2
Covid-19 Timescales not followed	0	3	3
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	15	86	101
Incorrect information	1	7	8
Incorrect interpretation of information	27	29	56
Insufficient information / Inquisitorial failure	20	17	37
Internal council recording issue	0	75	75
New Information provided	26	3	29
Other	0	1	1
SIS – issues arising from draft guidance or data	2	1	3

SIS - issues arising from guidance or data sharing arrangements	4	0	4
SIS - timescales not in line with regulations	0	54	54
Timescales not followed	0	13	13
<b>The Highland Council</b>	<b>12</b>	<b>59</b>	<b>71</b>
Communication issues - written	0	27	27
Guidance not followed correctly	4	19	23
Incorrect information	0	1	1
Incorrect interpretation of information	3	2	5
Insufficient information / Inquisitorial failure	1	0	1
Internal council recording issue	0	6	6
New Information provided	4	0	4
SIS - timescales not in line with regulations	0	4	4
<b>The Moray Council</b>	<b>0</b>	<b>2</b>	<b>2</b>
Guidance not followed correctly	0	1	1
Incorrect information	0	1	1
<b>West Dunbartonshire Council</b>	<b>2</b>	<b>22</b>	<b>24</b>
Communication issues - written	0	8	8
Guidance not followed correctly	1	6	7
Incorrect interpretation of information	1	2	3
Internal council recording issue	0	6	6
<b>West Lothian Council</b>	<b>1</b>	<b>34</b>	<b>35</b>
Communication issues - written	0	13	13
Covid-19 Lack of decision letters	0	1	1
Covid-19 Timescales not followed	0	1	1
Guidance not followed correctly	1	3	4
Incorrect information	0	1	1
Incorrect interpretation of information	0	2	2
Insufficient information / Inquisitorial failure	0	1	1
Internal council recording issue	0	8	8
SIS - timescales not in line with regulations	0	2	2
Timescales	0	1	1
Timescales not followed	0	1	1
<b>TOTAL</b>	<b>322</b>	<b>1,641</b>	<b>1,963</b>