

SPSO SCOTTISH WELFARE FUND FINDINGS BY GRANT 2024-25

FINDINGS MADE ON COMMUNITY CARE GRANT CASES			
FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Communication issues - written	0	93	93
Guidance not followed correctly	13	116	129
Incorrect information	0	7	7
Incorrect interpretation of information	62	27	89
Insufficient information / Inquisitorial failure	46	21	67
New Information provided	30	0	30
Other	0	1	1
Positive feedback	0	3	3
Recording issue	0	39	39
Timescales not followed	0	50	50
TOTAL	151	357	508

FINDINGS MADE ON CRISIS GRANT CASES			
FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Communication issues - written	0	146	146
Guidance not followed correctly	22	146	168
Incorrect information	2	14	16
Incorrect interpretation of information	27	32	59
Insufficient information / Inquisitorial failure	14	20	34
New Information provided	23	0	23
Positive feedback	0	4	4
Recording issue	0	26	26
Timescales not followed	0	41	41
TOTAL	88	429	517

SPSO SCOTTISH WELFARE FUND FINDINGS BY COUNCIL 2024-25

COUNCIL / FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Aberdeen City Council	1	3	4
Guidance not followed correctly	1	2	3
Timescales not followed	0	1	1
Aberdeenshire Council	1	8	9
Communication issues - written	0	4	4
Guidance not followed correctly	0	3	3
Incorrect information	0	1	1
Incorrect interpretation of information	1	0	1
Clackmannanshire Council	7	27	34
Communication issues - written	0	9	9
Guidance not followed correctly	4	12	16
Incorrect interpretation of information	0	2	2
Insufficient information / Inquisitorial failure	2	0	2
New Information provided	1	0	1
Recording issue	0	2	2
Timescales not followed	0	2	2
Comhairle nan Eilean Siar	0	3	3
Communication issues - written	0	1	1
Guidance not followed correctly	0	2	2
Dumfries and Galloway Council	5	13	18
Communication issues - written	0	5	5
Guidance not followed correctly	2	6	8
Incorrect interpretation of information	1	1	2
New Information provided	2	0	2
Timescales not followed	0	1	1
Dundee City Council	4	23	27
Communication issues - written	0	10	10
Guidance not followed correctly	2	6	8
Incorrect information	0	1	1

Incorrect interpretation of information	0	2	2
Insufficient information / Inquisitorial failure	1	1	2
New Information provided	1	0	1
Recording issue	0	2	2
Timescales not followed	0	1	1
East Ayrshire Council	5	6	11
Communication issues - written	0	2	2
Guidance not followed correctly	0	1	1
Incorrect information	0	1	1
Incorrect interpretation of information	3	0	3
Insufficient information / Inquisitorial failure	1	0	1
New Information provided	1	0	1
Recording issue	0	1	1
Timescales not followed	0	1	1
East Dunbartonshire Council	1	7	8
Communication issues - written	0	1	1
Guidance not followed correctly	0	3	3
Insufficient information / Inquisitorial failure	1	0	1
Recording issue	0	2	2
Timescales not followed	0	1	1
East Lothian Council	1	3	4
Communication issues - written	0	1	1
Guidance not followed correctly	0	2	2
New Information provided	1	0	1
East Renfrewshire Council	1	7	8
Communication issues - written	0	3	3
Guidance not followed correctly	0	4	4
Incorrect interpretation of information	1	0	1
Falkirk Council	2	7	9
Communication issues - written	0	2	2
Guidance not followed correctly	1	4	5
Incorrect interpretation of information	0	1	1
New Information provided	1	0	1
Fife Council	11	55	66
Communication issues - written	0	14	14

Guidance not followed correctly	0	13	13
Incorrect information	1	1	2
Incorrect interpretation of information	4	3	7
Insufficient information / Inquisitorial failure	2	2	4
New Information provided	4	0	4
Positive feedback	0	1	1
Recording issue	0	1	1
Timescales not followed	0	20	20
Glasgow City Council	67	216	283
Communication issues - written	0	43	43
Guidance not followed correctly	8	66	74
Incorrect information	0	8	8
Incorrect interpretation of information	24	17	41
Insufficient information / Inquisitorial failure	16	9	25
New Information provided	19	0	19
Positive feedback	0	1	1
Recording issue	0	20	20
Timescales not followed	0	52	52
Inverclyde Council	1	5	6
Guidance not followed correctly	0	4	4
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	0	1	1
Midlothian Council	2	11	13
Communication issues - written	0	3	3
Guidance not followed correctly	0	4	4
Incorrect interpretation of information	2	1	3
Insufficient information / Inquisitorial failure	0	2	2
Positive feedback	0	1	1
North Ayrshire Council	4	17	21
Communication issues - written	0	5	5
Guidance not followed correctly	0	8	8
Incorrect information	0	1	1
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	3	0	3
Recording issue	0	2	2

Timescales not followed	0	1	1
North Lanarkshire Council	5	51	56
Communication issues - written	0	22	22
Guidance not followed correctly	1	17	18
Incorrect information	0	2	2
Incorrect interpretation of information	3	3	6
Insufficient information / Inquisitorial failure	1	3	4
Recording issue	0	3	3
Timescales not followed	0	1	1
Orkney Islands Council	1	1	2
Guidance not followed correctly	0	1	1
Incorrect interpretation of information	1	0	1
Perth and Kinross Council	5	27	32
Communication issues - written	0	11	11
Guidance not followed correctly	1	13	14
Incorrect interpretation of information	0	2	2
Insufficient information / Inquisitorial failure	4	0	4
Timescales not followed	0	1	1
Renfrewshire Council	29	90	119
Communication issues - written	0	33	33
Guidance not followed correctly	4	32	36
Incorrect information	0	1	1
Incorrect interpretation of information	13	4	17
Insufficient information / Inquisitorial failure	9	2	11
New Information provided	3	0	3
Recording issue	0	14	14
Timescales not followed	0	4	4
Scottish Borders Council	0	4	4
Communication issues - written	0	1	1
Guidance not followed correctly	0	3	3
South Ayrshire Council	0	4	4
Communication issues - written	0	2	2
Recording issue	0	2	2
South Lanarkshire Council	21	39	60
Communication issues - written	0	11	11

Guidance not followed correctly	2	8	10
Incorrect information	0	1	1
Incorrect interpretation of information	6	3	9
Insufficient information / Inquisitorial failure	6	9	15
New Information provided	7	0	7
Positive feedback	0	2	2
Recording issue	0	3	3
Timescales not followed	0	2	2
Stirling Council	3	10	13
Communication issues - written	0	6	6
Guidance not followed correctly	0	3	3
Incorrect interpretation of information	1	0	1
Insufficient information / Inquisitorial failure	2	0	2
Positive feedback	0	1	1
The City of Edinburgh Council	56	110	166
Communication issues - written	0	39	39
Guidance not followed correctly	7	30	37
Incorrect information	0	4	4
Incorrect interpretation of information	26	19	45
Insufficient information / Inquisitorial failure	11	6	17
New Information provided	12	0	12
Other	0	1	1
Recording issue	0	8	8
Timescales not followed	0	3	3
The Highland Council	3	22	25
Communication issues - written	0	7	7
Guidance not followed correctly	1	10	11
Insufficient information / Inquisitorial failure	1	3	4
New Information provided	1	0	1
Recording issue	0	2	2
The Moray Council	0	2	2
Guidance not followed correctly	0	1	1
Positive feedback	0	1	1
West Lothian Council	3	15	18
Communication issues - written	0	4	4

Guidance not followed correctly	1	4	5
Incorrect information	1	0	1
Incorrect interpretation of information	1	1	2
Insufficient information / Inquisitorial failure	0	3	3
Recording issue	0	3	3
TOTAL	239	786	1,025