

## SPSO – Scottish Welfare Fund Independent Reviews

### 2016-17 reviews statistics about Glasgow City Council

The statistics below provide information about the reviews received from applicants in your local authority area and compare these to the overall picture of reviews across Scotland.

Cases where we change the council's decision are recorded as upheld. Uphold rates show how frequently we consider that a different decision should have been made and so are a key indicator of how councils are performing. The overall average uphold rate in 2016-17 was 32% for crisis grant reviews and 43% for community care grant reviews.

Naturally, where numbers of SPSO reviews are very low, the comparison with the overall average is not particularly meaningful. However, recording the uphold rates helps us, councils and others to set a baseline for comparison in future years and to begin to identify trends.

The second table below provides details of cases that did not progress to a full decision. Examples of the reasons for this are where applicants have contacted us prior to asking for a first tier review (premature) or where the council has advised us that they wish to change their own decision (resolved).

Authority	<b>Glasgow City Council</b>
Total enquiries	224

Outcome	Glasgow City Council – Cases closed pre-decision		
	Community Care	Crisis	Total
Advice only	2	7	9
Not duly made or withdrawn	5	4	9
Out of jurisdiction	4	0	4
Premature	21	13	34
Resolved	2	3	5
Total	34	27	61

Application type	Total decisions	Not upheld	Upheld	Uphold rate	National average uphold rate
<b>Crisis</b>	78	58	20	26%	32%
<b>Community Care</b>	85	43	42	49%	43%
<b>Total</b>	163				

### Suggestions for Improvement

Where we identify potential or actual failings, we record suggestions for improvements which we highlight directly to councils. As per our Statement of Practice, these can occur both in cases where we have changed the decision and where we consider that the original decision should stand. In the interests of transparency we include these in our decision letters to applicants.

We highlight below the suggestions for improvement we have recorded for your council broken down by the 'findings type' and whether or not they were material to the decision. This information provides detail around the areas of your casework where we considered improvements could be made, and these should be a useful learning tool.

For clarity, findings that are material to the decision are those which cause us to disagree with the overall decision. You can see examples of our findings and further information about the categories in our annual report.

Authority	<b>Glasgow City Council</b>
Total findings	162

Subject	Findings: material to decision	
	%	Total
Communication issues - verbal	0%	0
Guidance not followed correctly	25%	17
Incorrect information	1%	1
Incorrect interpretation of information	43%	29
Insufficient information / Inquisitorial failure	28%	19
New information provided	3%	2
Other	0%	0
<b>Total</b>		<b>68</b>

Subject	Feedback: not material to decision	
	%	Total
Communication issues - verbal	2%	2
Communication issues - written	39%	37
Guidance not followed correctly	32%	30
Incorrect information	3%	3
Incorrect interpretation of information	7%	7
Insufficient information / Inquisitorial failure	7%	7
Other	9%	8
<b>Total</b>		<b>94</b>

Note that percentages may not total 100 due to rounding