

SPSO SCOTTISH WELFARE FUND FINDINGS BY GRANT 2022-23

FINDINGS MADE ON COMMUNITY CARE GRANT CASES			
FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Communication issues - verbal	0	1	1
Communication issues - written	0	120	120
Covid-19 Timescales not followed	0	3	3
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	14	69	83
Incorrect information	0	4	4
Incorrect interpretation of information	33	11	44
Insufficient information / Inquisitorial failure	35	18	53
Internal council recording issue	0	39	39
New information provided	22	1	23
Other	1	1	2
SIS - timescales not in line with regulations	0	1	1
Timescales not followed	0	35	35
TOTAL	105	304	409

FINDINGS MADE ON CRISIS GRANT CASES			
FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Amount awarded insufficient	5	0	5
Communication issues - verbal	0	1	1
Communication issues - written	0	386	386
Decision letter(s) not sent	0	7	7
Guidance not followed correctly	41	213	254
Incorrect information	0	38	38
Incorrect interpretation of information	48	35	83
Insufficient information / Inquisitorial failure	15	26	41
Internal council recording issue	0	118	118
New information provided	30	1	31
Other	1	5	6
SIS - timescales not in line with regulations	0	1	1
Timescales not followed	0	65	65
TOTAL	140	896	1,036

FINDINGS MADE ON SELF-ISOLATION SUPPORT GRANT CASES			
FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Communication issues - written	0	129	129
Covid-19 Lack of information gathering/ inquisitorial failure	1	0	1
Covid-19 Timescales not followed	0	3	3
Guidance not followed correctly	14	44	58
Incorrect information	5	13	18
Incorrect interpretation of information	13	9	22
Insufficient information / Inquisitorial failure	24	14	38
Internal council recording issue	0	63	63
New information provided	47	0	47
SIS - issues arising from guidance or data sharing arrangements	7	2	9
SIS - timescales not in line with regulations	0	188	188
Timescales not followed	0	11	11
TOTAL	111	476	587

SPSO SCOTTISH WELFARE FUND FINDINGS BY COUNCIL 2022-23

COUNCIL / FINDINGS	MATERIAL TO DECISION	NOT MATERIAL TO DECISION	TOTAL
Aberdeen City Council	1	14	15
Communication issues - written	0	4	4
Guidance not followed correctly	0	5	5
Incorrect information	0	1	1
Incorrect interpretation of information	0	1	1
Internal council recording issue	0	1	1
New information provided	1	0	1
SIS - timescales not in line with regulations	0	2	2
Angus Council	2	26	28
Communication issues - written	0	8	8
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	0	4	4
Incorrect information	0	1	1
Incorrect interpretation of information	2	0	2
Internal council recording issue	0	7	7
SIS - timescales not in line with regulations	0	3	3
Timescales not followed	0	2	2
Argyll and Bute Council	4	20	24
Communication issues - written	0	6	6
Guidance not followed correctly	2	7	9
Incorrect interpretation of information	0	1	1
Insufficient information / Inquisitorial failure	1	1	2
Internal council recording issue	0	3	3
New information provided	1	0	1
SIS - timescales not in line with regulations	0	2	2
Clackmannanshire Council	10	60	70
Communication issues - written	0	27	27
Guidance not followed correctly	2	22	24
Incorrect information	0	1	1
Incorrect interpretation of information	2	2	4
Insufficient information / Inquisitorial failure	1	2	3

Internal council recording issue	0	3	3
New information provided	5	0	5
Other	0	1	1
SIS - timescales not in line with regulations	0	2	2
Dumfries and Galloway Council	10	45	55
Communication issues - written	0	17	17
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	2	2	4
Incorrect information	0	2	2
Incorrect interpretation of information	0	1	1
Insufficient information / Inquisitorial failure	2	1	3
Internal council recording issue	0	3	3
New information provided	6	0	6
SIS - issues arising from guidance or data sharing arrangements	0	1	1
SIS - timescales not in line with regulations	0	17	17
Dundee City Council	9	82	91
Communication issues - written	0	44	44
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	2	13	15
Incorrect information	0	2	2
Incorrect interpretation of information	2	2	4
Insufficient information / Inquisitorial failure	3	3	6
Internal council recording issue	0	7	7
New information provided	2	1	3
Other	0	1	1
SIS - timescales not in line with regulations	0	2	2
Timescales not followed	0	6	6
East Ayrshire Council	19	76	95
Communication issues - written	0	32	32
Covid-19 Timescales not followed	0	1	1
Guidance not followed correctly	3	16	19
Incorrect information	0	1	1
Incorrect interpretation of information	7	0	7
Insufficient information / Inquisitorial failure	2	0	2
Internal council recording issue	0	13	13
New information provided	5	0	5
SIS - issues arising from guidance or data sharing arrangements	2	1	3

SIS - timescales not in line with regulations	0	10	10
Timescales not followed	0	2	2
East Dunbartonshire Council	9	40	49
Amount awarded insufficient	1	0	1
Communication issues - verbal	0	1	1
Communication issues - written	0	14	14
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	1	11	12
Incorrect information	0	1	1
Incorrect interpretation of information	3	4	7
Insufficient information / Inquisitorial failure	3	1	4
Internal council recording issue	0	6	6
New information provided	1	0	1
SIS - timescales not in line with regulations	0	1	1
East Renfrewshire Council	0	6	6
Communication issues - written	0	3	3
Incorrect information	0	1	1
Incorrect interpretation of information	0	1	1
Timescales not followed	0	1	1
Falkirk Council	6	15	21
Communication issues - written	0	5	5
Guidance not followed correctly	1	4	5
Incorrect information	0	1	1
Insufficient information / Inquisitorial failure	3	0	3
Internal council recording issue	0	1	1
New information provided	1	0	1
SIS - issues arising from guidance or data sharing arrangements	1	0	1
SIS - timescales not in line with regulations	0	3	3
Timescales not followed	0	1	1
Fife Council	29	105	134
Amount awarded insufficient	1	0	1
Communication issues - written	0	45	45
Covid-19 Timescales not followed	0	1	1
Guidance not followed correctly	6	18	24
Incorrect information	1	1	2
Incorrect interpretation of information	11	5	16
Insufficient information / Inquisitorial failure	4	2	6

Internal council recording issue	0	4	4
New information provided	6	0	6
Other	0	1	1
SIS - timescales not in line with regulations	0	12	12
Timescales not followed	0	16	16
Glasgow City Council	64	239	303
Communication issues - written	0	70	70
Covid-19 Lack of information gathering/ inquisitorial failure	1	0	1
Covid-19 Timescales not followed	0	3	3
Guidance not followed correctly	11	47	58
Incorrect information	1	11	12
Incorrect interpretation of information	14	7	21
Insufficient information / Inquisitorial failure	15	15	30
Internal council recording issue	0	11	11
New information provided	20	1	21
Other	1	3	4
SIS - issues arising from guidance or data sharing arrangements	1	0	1
SIS - timescales not in line with regulations	0	20	20
Timescales not followed	0	51	51
Inverclyde Council	2	3	5
Communication issues - written	0	2	2
Incorrect interpretation of information	1	0	1
New information provided	1	0	1
Timescales not followed	0	1	1
Midlothian Council	2	21	23
Communication issues - written	0	14	14
Guidance not followed correctly	0	3	3
Incorrect interpretation of information	0	1	1
Insufficient information / Inquisitorial failure	1	0	1
Internal council recording issue	0	3	3
New information provided	1	0	1
North Ayrshire Council	1	2	3
Communication issues - written	0	1	1
Guidance not followed correctly	1	1	2
North Lanarkshire Council	2	44	46
Communication issues - written	0	18	18
Decision letter(s) not sent	0	1	1

Guidance not followed correctly	1	7	8
Incorrect information	0	1	1
Incorrect interpretation of information	0	1	1
Insufficient information / Inquisitorial failure	0	2	2
Internal council recording issue	0	3	3
New information provided	1	0	1
SIS - timescales not in line with regulations	0	7	7
Timescales not followed	0	4	4
Perth and Kinross Council	5	28	33
Communication issues - written	0	9	9
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
Internal council recording issue	0	3	3
New information provided	1	0	1
Other	1	0	1
SIS - timescales not in line with regulations	0	4	4
Renfrewshire Council	25	125	150
Communication issues - written	0	60	60
Guidance not followed correctly	3	21	24
Incorrect information	0	2	2
Incorrect interpretation of information	6	3	9
Insufficient information / Inquisitorial failure	4	4	8
Internal council recording issue	0	23	23
New information provided	12	0	12
SIS - timescales not in line with regulations	0	11	11
Timescales not followed	0	1	1
South Ayrshire Council	2	16	18
Communication issues - written	0	7	7
Guidance not followed correctly	1	3	4
Incorrect information	0	2	2
Incorrect interpretation of information	0	1	1
Internal council recording issue	0	1	1
New information provided	1	0	1
SIS - timescales not in line with regulations	0	1	1
Timescales not followed	0	1	1

South Lanarkshire Council	10	42	52
Amount awarded insufficient	1	0	1
Communication issues - verbal	0	1	1
Communication issues - written	0	15	15
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	1	7	8
Incorrect information	0	1	1
Incorrect interpretation of information	5	2	7
Insufficient information / Inquisitorial failure	1	2	3
Internal council recording issue	0	6	6
New information provided	2	0	2
SIS - timescales not in line with regulations	0	5	5
Timescales not followed	0	2	2
Stirling Council	2	16	18
Communication issues - written	0	5	5
Guidance not followed correctly	1	3	4
Incorrect information	0	2	2
Insufficient information / Inquisitorial failure	1	1	2
Internal council recording issue	0	1	1
SIS - timescales not in line with regulations	0	4	4
The City of Edinburgh Council	125	547	672
Amount awarded insufficient	2	0	2
Communication issues - written	0	196	196
Decision letter(s) not sent	0	2	2
Guidance not followed correctly	25	96	121
Incorrect information	3	20	23
Incorrect interpretation of information	32	19	51
Insufficient information / Inquisitorial failure	29	19	48
Internal council recording issue	0	101	101
New information provided	31	0	31
SIS - issues arising from guidance or data sharing arrangements	3	0	3
SIS - timescales not in line with regulations	0	78	78
Timescales not followed	0	16	16
The Highland Council	10	40	50
Communication issues - written	0	15	15
Guidance not followed correctly	3	11	14
Incorrect information	0	2	2

Incorrect interpretation of information	4	2	6
Insufficient information / Inquisitorial failure	2	0	2
Internal council recording issue	0	9	9
New information provided	1	0	1
SIS - timescales not in line with regulations	0	1	1
The Moray Council	0	3	3
SIS - timescales not in line with regulations	0	1	1
Timescales not followed	0	2	2
West Dunbartonshire Council	4	33	37
Communication issues - written	0	9	9
Guidance not followed correctly	1	8	9
Incorrect information	0	1	1
Incorrect interpretation of information	2	1	3
Insufficient information / Inquisitorial failure	1	1	2
Internal council recording issue	0	8	8
Timescales not followed	0	5	5
West Lothian Council	3	28	31
Communication issues - written	0	9	9
Covid-19 Timescales not followed	0	1	1
Guidance not followed correctly	1	8	9
Incorrect interpretation of information	2	0	2
Insufficient information / Inquisitorial failure	0	3	3
Internal council recording issue	0	3	3
SIS - timescales not in line with regulations	0	4	4
TOTAL	356	1,676	2,032