

SPSO Scottish Welfare Fund findings breakdown 2020-21

Findings by Grant

Findings made on Community Care Grant cases			
Findings	Material to Decision	Not Material to Decision	Grand Total
Communication issues - verbal	0	2	2
Communication issues - written	0	101	101
COVID-19 Lack of decision letters	0	11	11
COVID-19 Lack of information gathering/inquisitorial failure	0	1	1
COVID-19 Timescales not followed	0	21	21
Guidance not followed correctly	16	61	77
Incorrect information	0	1	1
Incorrect interpretation of information	39	16	55
Insufficient information/inquisitorial failure	22	17	39
Internal council recording issue	1	22	23
New information provided	10	0	10
Other	0	2	2
Timescales	0	25	25
Grand Total	88	280	368

Findings made on Crisis Grant cases			
Findings	Material to Decision	Not Material to Decision	Grand Total
Communication issues - verbal	0	2	2
Communication issues - written	0	325	325
COVID-19 Exceptional circumstances incorrect Interpretation of information	17	30	47
COVID-19 Internal recording Issue	0	22	22
COVID-19 Lack of decision letters	0	56	56
COVID-19 Lack of information gathering/inquisitorial failure	0	2	2
COVID-19 Timescales not followed	0	6	6
Guidance not followed correctly	29	188	217
Incorrect information	1	17	18
Incorrect interpretation of information	48	54	102
Insufficient information/inquisitorial failure	17	26	43
Internal council recording issue	0	78	78
New information provided	22	0	22
Other	3	8	11
Positive feedback	0	3	3
Timescales	0	18	18
Grand Total	137	835	972

Findings made on Self-Isolation Support Grant cases			
Findings	Material to Decision	Not Material to Decision	Grand Total
Communication issues - written	0	49	49
COVID-19 Lack of decision letters	0	1	1
COVID-19 Timescales not followed	0	18	18
Discretion applied	1	0	1
Guidance not followed correctly	7	21	28
Incorrect interpretation of information	4	3	7
Insufficient information/inquisitorial failure	4	2	6
Internal council recording issue	0	14	14
New information provided	11	0	11
Positive feedback	0	1	1
SIS – issues arising from draft guidance or data	10	0	10
SIS - timescales not in line with regulations	0	14	14
Timescales	0	14	14
Grand Total	37	137	174

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Findings by Council

Council/Findings	Material to Decision	Not Material to Decision	Grand Total	
Aberdeen City Council		0	6	6
Communication issues - written		0	3	3
Guidance not followed correctly		0	3	3
Aberdeenshire Council		0	1	1
Communication issues - written		0	1	1
Argyll and Bute Council		1	1	2
Communication issues - written		0	1	1
New information provided		1	0	1
Clackmannanshire Council		15	74	89
Communication issues - written		0	6	6
COVID-19 Exceptional circumstances ir		0	3	3
COVID-19 Lack of decision letters		0	20	20
Guidance not followed correctly		4	21	25
Incorrect interpretation of information		9	7	16
Insufficient information/inquisitorial fa		1	1	2
Internal council recording issue		0	10	10
Other		1	5	6
Timescales		0	1	1
Dumfries and Galloway Council		2	19	21
Communication issues - written		0	4	4
COVID-19 Lack of decision letters		0	6	6
Guidance not followed correctly		1	4	5
Incorrect information		0	1	1
Incorrect interpretation of information		0	2	2
Insufficient information/inquisitorial fa		1	1	2
Internal council recording issue		0	1	1
Dundee City Council		6	43	49
Communication issues - written		0	5	5

COVID-19 Exceptional circumstances ir	2	0	2
COVID-19 Internal Recording Issue	0	2	2
COVID-19 Lack of decision letters	0	18	18
Guidance not followed correctly	1	12	13
Incorrect interpretation of information	1	0	1
Insufficient information/inquisitorial fa	0	1	1
Internal council recording issue	0	4	4
New Information provided	1	0	1
SIS – issues arising from draft guidance	1	0	1
Timescales	0	1	1
East Ayrshire Council	4	19	23
Communication issues - verbal	0	2	2
Communication issues - written	0	7	7
Guidance not followed correctly	0	3	3
Incorrect interpretation of information	3	0	3
Insufficient information/inquisitorial fa	0	2	2
Internal council recording issue	0	3	3
New information provided	1	0	1
SIS - timescales not in line with regulat	0	2	2
East Dunbartonshire Council	5	12	17
Communication issues - written	0	9	9
COVID-19 Lack of decision letters	0	1	1
Guidance not followed correctly	0	1	1
Incorrect interpretation of information	1	0	1
Insufficient information/inquisitorial fa	1	0	1
New information provided	2	0	2
SIS – issues arising from draft guidance	1	0	1
SIS - timescales not in line with regulat	0	1	1
Falkirk Council	3	17	20
Communication issues - written	0	8	8
Guidance not followed correctly	2	1	3
Incorrect information	0	2	2
Incorrect interpretation of information	1	0	1

Insufficient information/inquisitorial fa	0	1	1
Internal council recording issue	0	3	3
Other	0	1	1
Positive feedback	0	1	1
Fife Council	25	127	152
Communication issues - written	0	51	51
COVID-19 Exceptional circumstances ir	4	6	10
COVID-19 Internal recording issue	0	6	6
COVID-19 Lack of decision letters	0	5	5
COVID-19 Timescales not followed	0	3	3
Guidance not followed correctly	3	21	24
Incorrect information	0	2	2
Incorrect interpretation of information	4	7	11
Insufficient information/inquisitorial fa	4	3	7
Internal council recording issue	0	9	9
New Information provided	8	0	8
Other	1	1	2
SIS – issues arising from draft guidance	1	0	1
Timescales	0	13	13
Glasgow City Council	68	282	350
Communication issues - written	0	96	96
COVID-19 Exceptional circumstances ir	2	9	11
COVID-19 Internal recording issue	0	1	1
COVID-19 Lack of decision letters	0	1	1
COVID-19 Lack of information gatherin	0	1	1
COVID-19 Timescales not followed	0	34	34
Guidance not followed correctly	11	62	73
Incorrect information	0	2	2
Incorrect interpretation of information	20	17	37
Insufficient information/inquisitorial fa	17	12	29
Internal council recording issue	1	10	11
New information provided	13	0	13
Other	0	1	1

SIS – issues arising from draft guidance	4	0	4
SIS - timescales not in line with regulat	0	9	9
Timescales	0	27	27
Inverclyde Council	0	2	2
Communication issues - written	0	2	2
Midlothian Council	0	4	4
Communication issues - written	0	3	3
Incorrect interpretation of information	0	1	1
North Ayrshire Council	5	18	23
Communication issues - verbal	0	1	1
Communication issues - written	0	6	6
COVID-19 Exceptional circumstances ir	1	0	1
COVID-19 Internal recording issue	0	1	1
COVID-19 Lack of decision letters	0	3	3
Guidance not followed correctly	2	1	3
Incorrect interpretation of information	1	2	3
Insufficient information/inquisitorial fa	1	0	1
Internal council recording issue	0	2	2
Timescales	0	2	2
North Lanarkshire Council	8	61	69
Communication issues - written	0	21	21
COVID-19 Exceptional circumstances ir	2	0	2
COVID-19 Internal recording issue	0	2	2
Covid-19 Timescales not followed	0	1	1
Guidance not followed correctly	2	12	14
Incorrect information	0	2	2
Incorrect interpretation of information	4	7	11
Insufficient information/inquisitorial fa	0	1	1
Internal council recording issue	0	10	10
SIS - timescales not in line with regulat	0	1	1
Timescales	0	4	4
Orkney Islands Council	0	2	2
Communication issues - written	0	1	1

Guidance not followed correctly	0	1	1
Perth and Kinross Council	5	38	43
Communication issues - written	0	16	16
COVID-19 Internal recording issue	0	3	3
Guidance not followed correctly	0	13	13
Incorrect information	0	1	1
Incorrect interpretation of information	4	3	7
Insufficient information/inquisitorial fa	0	2	2
New information provided	1	0	1
Renfrewshire Council	21	76	97
Communication issues - verbal	0	1	1
Communication issues - written	0	39	39
COVID-19 Internal recording Issue	0	1	1
COVID-19 Timescales not followed	0	1	1
Guidance not followed correctly	4	13	17
Incorrect interpretation of information	6	2	8
Insufficient information/inquisitorial fa	3	2	5
Internal council recording issue	0	12	12
New Information provided	7	0	7
SIS – issues arising from draft guidance	1	0	1
Timescales	0	5	5
Scottish Borders Council	1	2	3
Communication issues - written	0	1	1
Guidance not followed correctly	0	1	1
Incorrect interpretation of information	1	0	1
South Ayrshire Council	0	1	1
Timescales	0	1	1
South Lanarkshire Council	22	68	90
Communication issues - written	0	33	33
COVID-19 Exceptional circumstances ir	0	2	2
COVID-19 Lack of decision letters	0	3	3
COVID-19 Lack of information gatherin	0	1	1
COVID-19 Timescales not followed	0	1	1

Discretion applied	1	0	1
Guidance not followed correctly	7	14	21
Incorrect interpretation of information	9	5	14
Insufficient information/inquisitorial fa	3	2	5
Internal council recording issue	0	4	4
New information provided	2	0	2
Positive feedback	0	1	1
Timescales	0	2	2
Stirling Council	1	10	11
Communication issues - written	0	2	2
COVID-19 Internal recording issue	0	1	1
Guidance not followed correctly	0	5	5
Incorrect interpretation of information	1	0	1
Positive feedback	0	1	1
SIS - timescales not in line with regulat	0	1	1
The City of Edinburgh Council	57	299	356
Communication issues - written	0	130	130
COVID-19 Exceptional circumstances ir	6	10	16
COVID-19 Internal recording issue	0	5	5
COVID-19 Lack of decision letters	0	10	10
COVID-19 Lack of information gatherin	0	1	1
COVID-19 Timescales not followed	0	5	5
Guidance not followed correctly	10	69	79
Incorrect information	1	7	8
Incorrect interpretation of information	20	13	33
Insufficient information/inquisitorial fa	12	17	29
Internal council recording issue	0	29	29
New information provided	6	0	6
Other	1	2	3
SIS – issues arising from draft guidance	1	0	1
Timescales	0	1	1
The Highland Council	7	28	35
Communication issues - written	0	11	11

Guidance not followed correctly	4	3	7
Incorrect interpretation of information	2	4	6
Internal council recording issue	0	9	9
Positive feedback	0	1	1
SIS – issues arising from draft guidance	1	0	1
West Dunbartonshire Council	0	4	4
Communication issues - written	0	2	2
Guidance not followed correctly	0	1	1
Incorrect interpretation of information	0	1	1
West Lothian Council	6	38	44
Communication issues - written	0	17	17
COVID-19 Lack of decision letters	0	1	1
Guidance not followed correctly	1	9	10
Incorrect information	0	1	1
Incorrect interpretation of information	4	2	6
Internal council recording issue	0	8	8
New Information provided	1	0	1
Grand Total	262	1252	1514