

# Suggested case study areas and criteria for arranging council visits

1. The following long list of case study areas was selected based on discussion with advisory group members since the last meeting and consideration of the SPSO complaints report for local government 2013 -14. It is anticipated the steering group members will choose four or five areas from this list.

## Suggested case study area

## Rationale

Housing - housing benefit

This is an area where councils administer a process they did not design - there is a degree of in-house expertise in this area in Audit Scotland

Council tax - council tax benefit

This is an area within councils' control where there are a large number of complaints.

Planning - planning applications

This is another area where there are a large number of complaints and where councils are working within a complex legislative framework.

Social work - needs assessment

This is an area where there has been a recent change in legislation in the move to health and social care integration. There is in-house expertise in this area in Audit Scotland.

Social work - assessment for self directed support

This is an area where there has been a recent change in legislation and where there is variation in councils' preparedness for change. There is in-house expertise in this area in Audit Scotland.

Education - Additional support needs assessment process

This is a complex area where parents unhappy with the councils' needs assessment process can appeal to an independent tribunal.

Taxi and Private Hire Car licencing

This is one example of licencing

Parking fines

This is an area of great public interest with a high volume of fines and appeals in some areas. It is also included in the top ten subjects of complaints to the SPSO.

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## Council visits

2. It is suggested that we select a sample of councils for case study visits based on:
    - Practicality some councils may have well documented processes and may wish to volunteer
    - It is suggested we visit a mix of councils
      - Large /small / city councils
      - urban / rural councils
      - high / low levels of deprivation
    - SPSO complaints experience
    - Advice from steering group members.
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