

## **INWO ANNUAL REPORT STATISTICS 2025-26**

Tab 1 - Received By Authority

Tab 2 - Closed by Authority

Tab 3 - Closed by Authority and Subject

Tab 4 - Closed by Subject and Outcome

Tab 5 - Closed by Authority and Outcome



## 1. CASES RECEIVED BY AUTHORITY

Authority Organisation	Total
A Body Out of Jurisdiction	15
A Body Unknown	1
A Health Board Unknown	16
Ayrshire and Arran NHS Board	7
Borders NHS Board	3
Dentists and Dental Practices	1
Dumfries and Galloway NHS Board	6
Dundee Health and Social Care Partnership	3
East Renfrewshire Health and Social Care Partnership	1
Fife NHS Board	1
Forth Valley NHS Board	5
Golden Jubilee National Hospital	1
GP and GP Practices	5
Grampian NHS Board	16
Greater Glasgow and Clyde NHS Board	16
Healthcare Improvement Scotland	1
Highland NHS Board	11
Lanarkshire NHS Board	15
Lothian NHS Board	20
NHS 24	3
NHS National Services Scotland	3
North Lanarkshire Health and Social Care Partnership	1
Opticians	1
Public Health Scotland	1
Scottish Ambulance Service	6
Shetland NHS Board	2
South Lanarkshire Health and Social Care Partnership	1
Spire Healthcare	1
Tayside NHS Board	9
The State Hospital Board for Scotland	2
Tillicoultry Medical Practice	1
Western Isles NHS Board	2
<b>Total</b>	<b>177</b>

## 2. CASES CLOSED BY AUTHORITY

Authority Organisation	Total
A Body Out of Jurisdiction	15
A Body Unknown	1
A Health Board Unknown	16
Ayrshire and Arran NHS Board	7
Borders NHS Board	3
Dentists and Dental Practices	1
Dumfries and Galloway NHS Board	6
Dundee Health and Social Care Partnership	3
Fife NHS Board	1
Forth Valley NHS Board	6
Glasgow City Health and Social Care Partnership	1
Golden Jubilee National Hospital	1
GP and GP Practices	5
Grampian NHS Board	16
Greater Glasgow and Clyde NHS Board	17
Healthcare Improvement Scotland	1
Highland NHS Board	10
Lanarkshire NHS Board	13
Lothian NHS Board	22
NHS 24	3
NHS National Services Scotland	3
North Lanarkshire Health and Social Care Partnership	1
Opticians	1
Orkney NHS Board	1
Public Health Scotland	1
Scottish Ambulance Service	7
Shetland NHS Board	2
South Lanarkshire Health and Social Care Partnership	1
Spire Healthcare	1
Tayside NHS Board	11
The State Hospital Board for Scotland	2
Western Isles NHS Board	2
<b>Total</b>	<b>181</b>

### 3. CASES CLOSED BY SUBJECT AND OUTCOME

Stage	Outcome Group	Bullying and harassment	Concerns handling	Concerns culture	Contract management	Fraud	Hygiene / cleanliness / infection control	Management practice
Stage 1	Advice	15	6	5	2	2	3	1
	Not duly made	0	0	0	0	0	0	0
	<b>Total</b>	<b>15</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>
Stage 2	General discretion (s 2)	0	1	0	0	0	0	0
	Not duly made or withdrawn	0	0	0	0	0	0	1
	Organisation not in jurisdiction	0	0	0	0	0	0	0
	Premature	1	3	1	2	0	0	2
	Subject matter not in jurisdiction	0	0	0	0	0	0	0
	Time limit (s 10)	0	0	0	0	0	0	0
	Whistleblower test not met	0	1	0	0	0	0	1
	<b>Total</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>
Stage 3	Fully upheld	0	3	3	0	0	0	0
	Not upheld	0	0	0	0	0	0	0
	Resolved (discontinued)	0	1	0	0	0	0	0
	Some upheld	0	1	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>		<b>16</b>	<b>16</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>

Other	Out of jurisdiction	Patient safety	Policy/ admin	Quality of care	Staffing levels	Subject unknown	Training/ supervision	Treatment of the individual	Workplace safety	Total
3	19	7	4	11	4	18	1	7	7	115
0	1	0	2	2	1	0	1	0	0	7
3	20	7	6	13	5	18	2	7	7	122
0	0	1	0	0	0	0	0	0	0	2
0	0	1	0	0	1	0	1	3	0	7
0	1	0	0	0	0	0	0	0	0	1
0	0	5	2	1	1	0	0	0	2	20
0	0	1	0	0	0	0	0	1	0	2
0	0	1	0	0	0	0	0	0	0	1
1	2	1	1	0	0	0	0	0	1	8
1	3	10	3	1	2	0	1	4	3	41
0	0	1	1	0	1	0	0	1	0	10
0	0	1	0	0	0	0	0	0	1	2
0	0	1	0	0	0	0	0	1	0	3
0	0	2	0	0	0	0	0	0	0	3
0	0	5	1	0	1	0	0	2	1	18
4	23	22	10	14	8	18	3	13	11	181

#### 4. CASES CLOSED BY AUTHORITY AND OUTCOME

Workflow Stage	Case Outcome Group	A Body Out of Jurisdiction	A Body Unknown	A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board	Dentists & Dental Practices	Dumfries and Galloway NHS Board
Stage 1	Advice	14	1	16	6	2	0	4
	Not duly made	0	0	0	0	0	0	0
	<b>Total</b>	<b>14</b>	<b>1</b>	<b>16</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>4</b>
Stage 2	General discretion (s 2)	0	0	0	0	0	0	0
	Not duly made or withdrawn	0	0	0	0	0	1	0
	Organisation not in jurisdiction	1	0	0	0	0	0	0
	Premature	0	0	0	1	0	0	1
	Subject matter not in jurisdiction	0	0	0	0	0	0	0
	Time limit (s 10)	0	0	0	0	0	0	0
	Whistleblower test not met	0	0	0	0	0	0	0
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>
Stage 3	Fully upheld	0	0	0	0	1	0	0
	Not upheld	0	0	0	0	0	0	1
	Resolved (discontinued)	0	0	0	0	0	0	0
	Some upheld	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total</b>		<b>15</b>	<b>1</b>	<b>16</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>6</b>

Dundee Health and Social Care Partnership	Fife NHS Board	Forth Valley NHS Board	Glasgow City Health and Social Care Partnership	Golden Jubilee National Hospital	GP & GP Practices	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Healthcare Improvement Scotland	Highland NHS Board	Lanarkshire NHS Board
1	0	3	0	1	1	9	8	1	6	9
0	0	0	0	0	0	0	2	0	1	0
1	0	3	0	1	1	9	10	1	7	9
0	0	0	0	0	0	0	0	0	0	1
0	0	1	0	0	2	0	2	0	0	1
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	3	2	0	2	0
1	0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	1	0	0	0	0
0	1	0	0	0	1	1	1	0	0	2
1	1	1	0	0	4	6	5	0	2	4
1	0	2	1	0	0	1	1	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	1	0	0	0
1	0	2	1	0	0	1	2	0	1	0
<b>3</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>16</b>	<b>17</b>	<b>1</b>	<b>10</b>	<b>13</b>

Lothian NHS Board	NHS 24	NHS National Services Scotland	North Lanarkshire Health and Social Care Partnership	Opticians	Orkney NHS Board	Public Health Scotland	Scottish Ambulance Service	Shetland NHS Board	South Lanarkshire Health and Social Care Partnership	Spire Healthcare
13	2	3	1	1	0	0	4	0	1	0
1	0	0	0	0	0	0	1	0	0	1
14	2	3	1	1	0	0	5	0	1	1
1	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
2	1	0	0	0	0	1	1	1	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0
5	1	0	0	0	0	1	1	1	0	0
1	0	0	0	0	0	0	1	1	0	0
0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	1	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	1	0	1	1	0	0
22	3	3	1	1	1	1	7	2	1	1

<b>Tayside NHS Board</b>	<b>The State Hospital Board for Scotland</b>	<b>Western Isles NHS Board</b>	<b>Total</b>
6	1	1	<b>115</b>
1	0	0	<b>7</b>
7	1	1	<b>122</b>
0	0	0	<b>2</b>
0	0	0	<b>7</b>
0	0	0	<b>1</b>
2	1	1	<b>20</b>
0	0	0	<b>2</b>
0	0	0	<b>1</b>
0	0	0	<b>8</b>
2	1	1	<b>41</b>
0	0	0	<b>10</b>
1	0	0	<b>2</b>
0	0	0	<b>3</b>
1	0	0	<b>3</b>
2	0	0	<b>18</b>
<b>11</b>	<b>2</b>	<b>2</b>	<b>181</b>