

News | September 2023



We're excited to launch the agenda for our SPSO Conference 2023, taking place on Thursday 16 November 2023! The full programme agenda of the day and details on each session is on [our website](#).

Spaces for the conference are filling up fast - be sure to secure your spot!

[Visit the conference webpage.](#)

Public service complaints

This month the Ombudsman published 15 decision reports. The findings highlight the importance of public bodies managing service user expectations, ensuring all involved have a clear understanding of the service being provided.

[Read more about the themes and trends from our findings.](#)

Scottish Welfare Fund reviews

This month we gave several councils feedback on their handling of crisis grant applications and escalated an issue under our Support and Intervention Policy.

[Read our Scottish Welfare Fund update.](#)

Independent National Whistleblowing Officer (INWO)

Speak Up Week 2023

Speak Up Week is back for its second year and will run from **2 to 6 October 2023**. Speak Up Week is an opportunity to engage staff about the benefits of speaking up and the difference it can make within the NHS in Scotland.

We have two events that week.

- **Monday 2 October 2023**

Tracey Gillies, Medical Director at NHS Lothian, will interview **Rosemary Agnew**, the Independent National Whistleblowing Officer in Scotland about her views on how the Standards support speaking up and this can be enabled through a positive speak up culture.

The discussion will be pre-recorded and will be available on our [Speak Up Week](#) page on **Monday 2 October 2023**.

- **Thursday 5 October 2023 11am to 12pm**

We are hosting a live online panel discussion on **Thursday 5 October 2023, 11am to 12pm** featuring a range of experiences and expertise across a range of fields. We look forward to hearing different perspectives from within and outside the NHS on learning from concerns and sharing improvements.

[Sign up to attend the panel event here.](#)

[For more information, resources and what to expect during the week, visit our Speak Up Week webpage!](#)

New INWO reports

This month the INWO published two new investigation reports about board's handling of whistleblowing concerns. [Read the reports on the INWO website.](#)

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