
News | March 2024

Public service complaints

This month the Ombudsman published 18 decision reports. The findings highlight again, a theme familiar to many of us, the need for clear and consistent communication.

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

Scottish Welfare Fund reviews

Last month we made 50 decisions, 11 community care grants and 39 crisis grants. We raised five new issues under level one of our Support and Intervention Policy.

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

Reaching out to people experiencing vulnerability

We have a strong focus on identifying and breaking down the barriers that prevent underrepresented groups from accessing our service. The Ombudsman Association recently published an article on the work we and the Northern Ireland Public Services Ombudsman have been doing to reach out to people experiencing vulnerability.

[Read the article on vulnerability](#)

Independent National Whistleblowing Officer

Speak Up Week 2024

To support NHS boards in planning for Speak Up Week 2024, we will be holding a webinar for those involved in planning Speak Up Week 2024.

This will be held on Wednesday 15 May 2024, 11am –12pm. We will reflect on the last two years as we explore what has worked well and share our top tips for a successful and impactful Speak Up Week in your organisations.

If you would like to attend the webinar, please register your interest using the button below: (Link in button)

Annual whistleblowing report

The INWO recently published a report outlining an overview of findings from Boards' second year 2022—23 of annual reporting on the whistleblowing standards. The report highlights that the number of concerns received varied significantly across Boards. It also shows there was a positive improvement in reporting from year one (2021—22).

[Read the whistleblowing findings report.](#)

For further information contact:

Communications team	Assessment and Guidance team
Tel: 0131 240 2990	Tel: 0800 377 733
Email: communications@spsos.gov.scot	Email: www.spsos.org.uk/contact-us