

Scheme of Delegation

I, Rosemary Agnew, Scottish Public Services Ombudsman, delegate to the under noted post-holders, the authority to exercise the following duties:

Finance	<i>Authorised Signatory</i>
Requests for goods and services, contracts and purchase orders up to and including £1000	One of the following: <ul style="list-style-type: none"> • Leadership Team member • Corporate Services Manager
Requests for goods and services for the processing of casework , such as professional advice and language services contracts and purchase orders, up to and including £1000	One of the following: <ul style="list-style-type: none"> • Leadership Team member • Casework Team Manager
Requests for goods and services over £1000	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director
SPSO Credit Cards	Account holder only: <ul style="list-style-type: none"> • Ombudsman • Director • Corporate Services Manager • Procurement Officer
Petty cash account	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director • Corporate Services Officer
Invoice payment authorisation up to and including £1000	Originator of contract, countersigned by one of the following: <ul style="list-style-type: none"> • Leadership Team member
Invoice payment authorisation over £1000	Originator of contract, countersigned by one of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Approval of travel claims	The line manager or their line manager.



Finance	<i>Authorised Signatory</i>
	Director for claims by Ombudsman
Signatories for cheque book for bank account	Amounts up to £1000, one of the following: <ul style="list-style-type: none"> • Leadership Team member • Corporate Services Manager Amounts over £1000, two of the above.

Official Documentation	<i>Authorised Signatory</i>
Contracts over £1000	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Purchase orders over £1000	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Formal deeds and agreements	Ombudsman

Payroll	<i>Authorised Signatory</i>
Completed Monthly Payroll Submission and Summary	Two of the following: <ul style="list-style-type: none"> • Ombudsman • Director • HR Manager
Salary Amendments (including advances, increases/decreases, new employee's annual salary)	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Overtime Claim Forms	The line manager or their line manager.
Expense Claim Forms	Amounts up to £1000: The line manager or their line manager. Amounts over £1000, one of the following: <ul style="list-style-type: none"> • Ombudsman • Director



Payroll	Authorised Signatory
Employee Loans (travel, training courses etc)	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Holiday Payments	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director

Staffing	Authorised Signatory
Approving overtime/Time Off in Lieu	The line manager or their line manager.
Up to 10 consecutive days annual or other leave	The line manager or their line manager.
Over 10 consecutive days annual or other leave	Director (See SPSO absence provision)
Letters of appointment	The Ombudsman, or in her absence the Director

Absence Provision	Authorised Signatory
Where a member of staff is not contactable or unavailable, for example, on sick or prolonged leave, for a period beyond which a decision cannot be delayed, the authority is delegated as follows:	<ul style="list-style-type: none"> • line manager • Director • Ombudsman

Case work Handling
<p>In accordance with paragraph 11 of Schedule 1 to the Scottish Public Services Ombudsman Act 2002 (the Act) I hereby delegate to the function of considering complaints and requests under the Act, and the functions set out in the Welfare Funds (Scotland) Act 2015 in relation to the further review of welfare fund decisions and of considering complaints and requests under the 2002 Act.</p> <p>For the 2015 Act, this includes, but is not limited to:</p>



Casework Handling

1. receiving applications and assessing whether these have been duly made (section 7);
2. making decisions about requiring information and other procedural matters (section 10);
3. quashing decisions of local authorities and making directions (section 8); and
4. notifying applicants and the local authority of the decision (section 11 of the 2015) Act.

In relation to the 2002 Act this includes but is not limited to:

1. making decisions on whether to initiate, continue or discontinue investigations as provided for in section 2(3);
2. taking action as provided for in section 2(4); issuing statements of reasons as required by section 11;
3. and issuing investigation reports as required by section 15.

This delegated authority is subject to compliance with all contractual terms and policies, including the SPSO staff handbook and the Conduct and Behaviour Policy.

Rosemary Agnew, Scottish Public Services Ombudsman

30 July 2020