
News | June 2025

Consultation open: SPSO British Sign Language Plan 2025-2031

We launched our public consultation on our British Sign Language Plan for 2025-2031 yesterday.

The Plan aims to build on the achievements of our last plan, strengthening links with BSL groups, adopting the latest best practice guidance and ensuring our service is accessible for BSL users.

We invite BSL users, representatives and the wider public to share their views on our six year plan via our survey.

The consultation will close at 12pm on 15 July 2025.

[Read the BSL plan](#)

[Submit your views via our survey](#)

SPSO Conference: Get your tickets!

From Complaint to Impact: The journey of improving outcomes for service users

Join us on Wednesday 19 November 2025 at the Edinburgh International Conference Centre for this year's SPSO conference, featuring interactive workshops and panel sessions.

Topics include:

- Current trends in public sector complaints
- Hearing the voice of the complainant
- Supporting staff through public sector reform

- Using insight to transform services

Tickets - £195

Full agenda coming soon.

[Book your ticket](#)

Public service complaints

This month, the Ombudsman published 20 decision reports. In one case, a complainant received a backdated kinship care payment of over £17,000 after we were able help to resolve the complaint.

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

We also published our annual statistics for the year 2024-25, during which we received over 5,000 complaints.

[Read more about our latest complaint statistics](#)

Scottish Welfare Fund reviews

We have published our latest annual statistics. In 2024 – 2025, we handled a total of 334 community care grants and 508 crisis grants.

Last month, we made 40 decisions, 13 community care grants and 27 crisis grants.

We changed several decisions due to councils incorrectly assessing the information available during the application and first tier process.

[Read more in our Scottish Welfare Fund update and case studies.](#)

[Read more about our latest statistics.](#)
