

CSA update June 2018

Stakeholder engagement

This month we welcomed visitors from the Ministry of Health and the Government of Armenia. We provided information about the functions of our office and background to the CSA, particularly in relation to the development and consultation involved in the model Complaints Handling Procedures, and the work that underpinned this: the Statement of Complaints Handling Principles and Guidance on a Model Complaints Handling Procedure.

We also welcomed a visitor from the Office of the Ombudsman for Bermuda, who wanted to learn more about our casework process and system, our quality assurance process, and our external engagement with organisations under SPSO jurisdiction.

We met with representatives from the Scottish Housing Regulator and provided an update on our engagement work and recent housing statistics. We also met with an NHS short-life working group to continue our work on reviewing the subject codes used when recording complaints.

We welcomed visitors from a health board to provide further details of the journey of a complaint through the SPSO process from receipt to decision, our interaction with organisations when we are handling a case and the monthly publication of SPSO cases.

The Independent National Whistleblowing Officer

Over the past month we have been extending our engagement with the health sector, through meetings with NHS Education Scotland and with a range of representatives from pharmaceutical organisations. This work is informing the development of the draft National Whistleblowing Standards (the Standards), particularly in relation to the development of further guidance for NHS providers.

We are working closely with the Scottish Government on the development of draft legislation setting out the powers of the Independent National Whistleblowing Officer. The Scottish Government are anticipating consulting on this later in the year, and we will be mirroring their timescales with a consultation of our own on the draft Standards.

In addition to our work on the draft Standards and its consultation, we are starting to develop further guidance and support for organisations around the implementation of these changes to whistleblowing requirements. This area of work will require further discussions within the health sector, and we are very grateful to representatives of the sector for their engagement with us in this area.

Networks

Colleges – this group will meet on Thursday 21 June in Stirling

Local Authority – this group will meet on Friday 22 June in Glasgow

Universities – this group will meet in August

Housing – the date of the next housing network is still to be finalised.