

## **CSA update – May 2018**

### **Stakeholder engagement**

Over the last month we attended an Openness and Learning Event led by the Scottish Government. This event brought together stakeholders from across health and social care settings to consider how to achieve a future of openness and learning and what internal and external factors could influence this vision.

We met with a Scottish Government agency to discuss the development and implementation of model complaint handling arrangements, including recording and reporting requirements and staff training needs.

We also welcomed visitors from a local authority who are looking to review their complaint handling procedure and their complaint handling arrangements, particularly around reporting, in certain service areas.

### **The Independent National Whistleblowing Officer**

We have been progressing with our work in this area with detailed discussions with the Scottish Government in relation to proposed legislation. We have been further refining the draft Standards for Whistleblowing in the NHS, and making preparations for a full public consultation on this document. This is planned to coincide with the Scottish Government's consultation on their proposed legislation in this area, as the two go 'hand-in-hand'.

We are also planning ahead for further engagement with stakeholders in the NHS and beyond. This will include awareness raising for the whole sector, as well as detailed discussions with organisations that already have a role in responding to concerns raised by members of staff. If you would be keen to hear more about our work in this area, please watch out for a bulletin on Valuing Complaints, which will provide more information on our work in this area.

### **Networks**

Universities – The University complaints group met on 25 April 2018

We updated the group on news from the SPSO, including the recently published SPSO Strategic Plan 2018-2020 - [Putting People at the Heart of Public Services](#), and provisional SPSO statistics for 2017-18 for the university sector. We took questions from the group relating to the impact of the new data protection regulation on complaints handling, and extensions to complaint handling deadlines. We also took feedback from the group on SPSO communication with liaison officers.

The group will meet again in August.

Housing – The Housing complaints handling network met on 26 April 2018

We provided the group with an update from the SPSO, including the Ombudsman's appearance before the Local Government and Communities Committee at the Scottish

Parliament in January, the recently published SPSO Strategic Plan 2018-2020 and provisional SPSO statistics for 2017-18 for the housing sector.

The group also took part in an interactive session around the themes considered in SPSO's thematic report, [Making Complaints Work for Everyone](#), and heard a presentation from the Scottish Government on the Duty of Candour legislation which came into force on 1 April 2018. There was also a breakout session looking at different areas in learning from complaints and members were encouraged to provide case studies/ examples which will form part of the good practice guidance.

Colleges – this group will meet next in June 2018.

Local Authority – this group will meet again on 22 June 2018 in Glasgow.