

27 June 2016

Dear Chief Executive,

Re: Annual Letter from SPSO – Scottish Welfare Fund Independent Reviews

As you are aware, SPSO took on responsibility for SWF reviews in April 2016, when my predecessor Jim Martin was in office.

I am pleased to send you our first annual report about the new service, which includes feedback for councils on their overall performance, and our general findings.

To promote good practice and learning, I am also providing each council with details of reviews relating specifically to them. This includes information about the proportion of reviews we upheld and details of the suggestions for improvement we made. I would urge you to reflect on the enclosed information, and ensure the learning it provides is shared appropriately in order to prevent repeat failings. It is your responsibility to ensure that relevant internal and external governance arrangements are in place to review any systemic issues.

Finally, I would like to let you know that this year we are focusing some resource on enhancing the impact of our work by helping councils improve their services through learning from SWF decisions and reviews. This is an exciting area of activity and we will be in touch in the coming months to involve councils in this work.

I would welcome any feedback you may have on this letter and on the annual report.

Yours sincerely



Rosemary Agnew
Scottish Public Services Ombudsman

CC:

Leader of the Council
Scottish Welfare Fund Team