

**SCOTTISH WELFARE FUND
INDEPENDENT REVIEW SERVICE**

ANNUAL REPORT 2016-17

I cannot tell you how much this has helped me to start my life again and more importantly, have a safe and comfortable environment for my kids to be in

Your decision will make such a difference to me both mentally and physically

Very professional service

Thank you for showing compassion and understanding with my case

Scottish Welfare Fund SPSO Independent Review

**Scottish Welfare Fund Engagement Event
February 2018**

Alison Jack - SWF Review Team Manager

SPSO

What we'll cover today

- **Supporting Good Decision Making**
- **Ensuring Accessibility and Supporting SWF Staff**
- **Quality Assurance**

Supporting Good Decision Making

Total Community
Care Grant
applications
(Scotland)

Tier 1 review (6%)

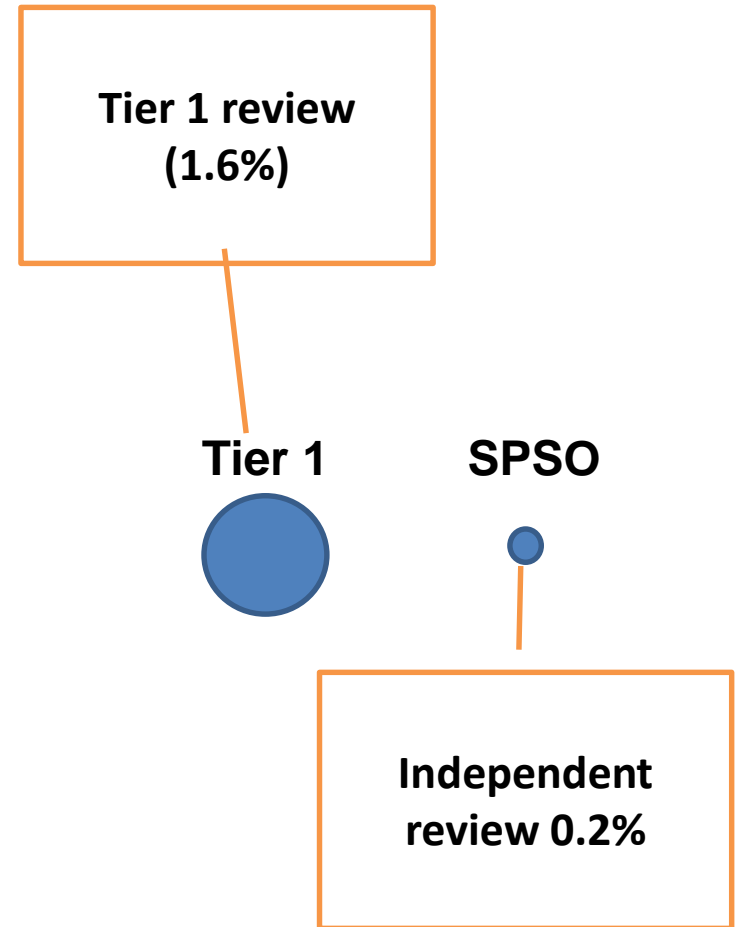
Tier
1

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Independent
review 0.8%

Figures extracted from:
Scottish Government Scottish Welfare Fund statistics, 2016-17
Scottish Public Services Ombudsman annual statistics, 2016-17

Total Crisis Grant applications (Scotland)



Figures extracted from:
Scottish Government Scottish Welfare Fund statistics, 2016-17
Scottish Public Services Ombudsman annual statistics, 2016-17

This year so far



- Determined 511 Cases
- 270 community care grants (revised 50%)
- 237 crisis grants (revised 35%)

SPSO's findings

Material findings April 2017 – January 2018

Subject	%	total
Incorrect interpretation of information	37%	91
Guidance not followed correctly	26%	64
Insufficient information / inquisitorial failure	19%	46
New information provided	16%	40
Other	2%	5
Total	100%	246

Incorrect interpretation of information

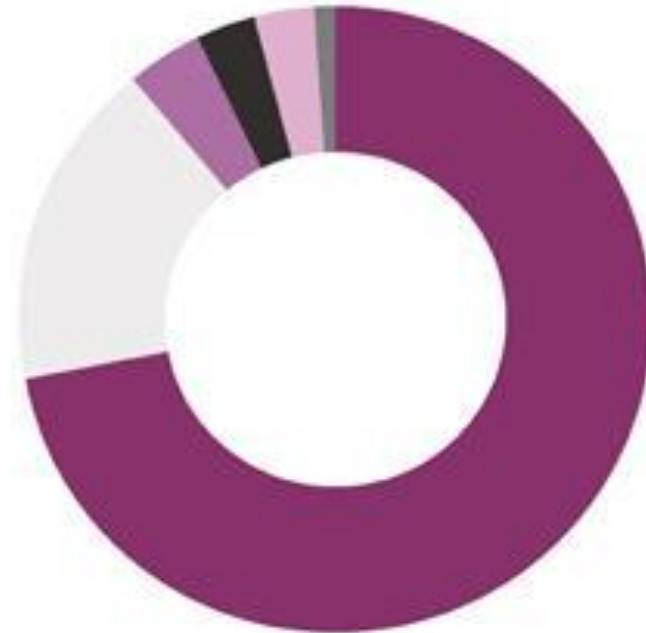


Guidance not followed



Accessibility

- Telephone 72%
- Website 17%
- Postal form 4%
- Email 3%
- Letter 3%
- Fax 1%



Supporting Staff



- **Making Complaints Work for Everyone**
- **Unacceptable Actions Policy**
- **Phrase Cards**
- **Support in difficult cases**

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Quality Assurance

- **Consistency when calculating awards**
- **Explaining priority matrix more simply**
- **Factors contributing to exceptional pressure**



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Thank you

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