



The Scottish Parliament
Pàrlamaid na h-Alba

Local Government and Regeneration Committee

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By email

8 January 2014

Dear Mr Black,

Using Complaints to Identify Systemic Failings in Local Authority

The Local Government and Regeneration Committee have been considering the 2012-13 annual report of the Scottish Public Services Ombudsman (SPSO). In particular the Committee questioned the Ombudsman on how bodies can use SPSO reports to best identify systemic failings.

In evidence to us the Ombudsman highlighted the approach taken by the National Health Service in which the centre looks at recommendations made on all reports against health boards and other health related bodies. He also advised that there is a gap with local authorities who do not undertake any central oversight. I attach a link to the Official Report¹ of the discussion with the Ombudsman.

The Committee were interested to identify if Local Government had any proposals in place to replicate the approach of the National Health Service and if so how that was undertaken. I would be grateful if you could advise the Committee accordingly and I look forward to hearing from you.

Yours sincerely,

¹ Local Government and Regeneration Committee, *Official Report*, 11 December 2012. Available at: <http://www.scottish.parliament.uk/parliamentarybusiness/28862.aspx?r=8710&mode=pdf>

A handwritten signature in black ink, appearing to read 'D. Cullum', with a long, sweeping horizontal line underneath.

David Cullum
Clerk
Local Government and Regeneration Committee