

## Scottish Welfare Fund Independent Review Service engagement event

Thursday 8 February 2018 9.45 – 3.40: Wheatley Academy, Glasgow

Event chair: Niki Maclean, Director, SPSO

Running order

9.15 – 9.45	Arrivals, tea and coffee
9.45 – 9.55	Welcome Rosemary Agnew, Scottish Public Services Ombudsman
9.55 – 10.05	Findings / Update from the SPSO Alison Jack, Manager, SPSO Scottish Welfare Fund independent review service
10.05 – 10.30	Keynote address Dr Jim McCormick, Joseph Rowntree Foundation and member of the Social Security Advisory Committee

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### SECTION 1: decision-making

10.30 – 10.50	Think Yes Andy Ashcroft, Glasgow Housing Association
10.50 – 11.10	Decision readiness SPSO speaker
11.10 – 11.30	Tea and coffee
11.30 - 12.10	Workshop 1: Good decision-making

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### SECTION 2: supporting staff

12.15 – 1.00	Providing an accessible service Shaben Begum MBE, Scottish Independent Advocacy Alliance Pete White, Positive Prison? Positive Futures
	Supporting staff: SPSO's report "Making Complaints Work for Everyone" SPSO speaker
1.00 – 1.45	Lunch
1.45 – 2.25	Workshop 2: supporting staff

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### SECTION 3: quality assurance

2.30 – 2.45	Quality assurance Rachel Nicholson, Executive Casework Officer, SPSO
2.45 – 3.00	Tea and coffee
3.00 – 3.30	Workshop 3: quality assurance

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3.30 – 3.40	Round-up and closing remarks Niki Maclean, SPSO
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