Scottish Public Service Ombudsman deals with complaints about services

National Performance Framework - what services are expected to deliver

Audit Scotland checks value for money in public services

Care Inspectorate checks social care

Mental Welfare Commission checks on the human rights of people with mental health problems

Scottish Human Rights Commission protects & promotes human rights for everyone in Scotland

Scottish Government proposes laws & services

Scottish Parliament passes laws

Healthcare Improvement Scotland checks health care

National scrutiny & oversight bodies check services and improve society

Members of Scottish Parliament are elected representatives

Parliamentary Committees help develop laws and scrutinise Scottish Government

Voluntary sector organisations provide some services for councils & health boards

Third sector interfaces support empowered, resilient communities

Voluntary sector organisations advocate for choice and control

People with learning disabilities

Councillors are elected representatives

Councils decide about local services

Councils buy some services known as 'commissioning'

User-led groups support people to have choice and control and people who use services

Participation Standard helps health boards focus on patients

Health & Social Care Partnerships and Integrated Joint Boards plan for people to get the right care & support

Audit & Scrutiny Committees scrutinise political leadership

Councils provide some services themselves

Scottish Health Council promotes public involvement

Health boards protect public health & deliver local services

Accounts Commission checks value for money of council services

NHS Scotland oversees work of health boards

- National government
- National scrutiny and oversight
- Local government
- Local health services
- Local partnership arrangements
- Voluntary, community and social enterprise sector

SCLD

CfPS
Centre for Public Scrutiny