

## Background

PHSO was set up by Parliament to provide an independent complaint handling service for complaints that have not been resolved by the NHS in England and UK government departments. The organisation shares findings from their casework to help Parliament scrutinise public service providers. They also share their findings more widely to help drive improvements in public services and complaint handling.

PHSO combine the two statutory roles of Parliamentary Commissioner for Administration (the Parliamentary Ombudsman) and Health Service Commissioner for England (Health Service Ombudsman). Our powers are set out in the Parliamentary Commissioner Act 1967 and the Health Service Commissioners Act 1993.

They investigate complaints where someone believes there has been injustice or hardship because an organisation has not acted properly or has given a poor service and not put things right. They make final decisions on complaints that have not been resolved by the NHS in England and UK government departments and other UK public organisations. PHSO are accountable to Parliament and their work is scrutinised by the Public Administration and Constitutional Affairs Committee.

## What Enthios did

We delivered elements of PHSO's Self-awareness module within their 'Exemplary Leaders for PHSO' programme. We selected Hogan assessments to follow a 360-feedback campaign which PHSO had just delivered. Hogan felt right for the organisation and this self-awareness piece because they wanted something fresh for their Learners who are experienced leaders and had plenty of experience with other tools.

On the back of the one to one coaching, we delivered two group workshops with the learners, to discuss the wider team implications of the Hogan findings. Each learner was engaged in this process and happily shared their results which led to a rich seam of data which PHSO are continuing to explore.

## What the client thought

**PHSO's Learning & Development Manager, Louise Parlett**, said. *'The coordination was smooth and once learners had completed the online assessment, they each met with an Enthios coach for their individual feedback / coaching session. In the group sessions, Kate and Miles were able to elicit candid conversations, enabling a platform of trust on which we can develop to our next stage within the programme'.*