



## COUNCIL - 8TH OCTOBER 2013

**SUBJECT: ANNUAL LETTER FROM PUBLIC SERVICES OMBUDSMAN FOR WALES (2012-2013)**

**REPORT BY: INTERIM MONITORING OFFICER**

---

### **1 PURPOSE OF REPORT**

1.1 To update Council on the Annual Letter (2012-2013) from the Public Services Ombudsman for Wales regarding complaints received and investigated by the Ombudsman.

### **2. THE REPORT**

2.1.1 A report regarding the Annual Letter 2012-2013 from the Public Services Ombudsman was presented to the Standards Committee on 3<sup>rd</sup> October 2013 a copy of which is annexed at Appendix 1 to this report the contents of which is self-explanatory.

### **3. FINANCIAL IMPLICATIONS**

3.1 None.

### **4. PERSONNEL IMPLICATIONS**

4.1 None.

### **5. EQUALITIES IMPLICATIONS**

5.1 None.

### **6. CONSULTATIONS**

6.1 This Report reflects the contents of the Annual Letter and therefore there has been no formal consultation on the contents of this Report. A copy of the Report has been provided to the consultees listed below.

### **7. RECOMMENDATIONS**

7.1.1 It is recommended that Council note the report.

## **8. REASONS FOR THE RECOMMENDATIONS**

- 8.1 To satisfy the Council's statutory duties under the Public Services Ombudsman (Wales) Act 2005.

## **9. STATUTORY POWERS**

- 9.1 Public Services Ombudsman (Wales) Act 2005, Local Government Act 1974.

Author: Gail Williams, Interim Monitoring Officer

Consultees: For information only

Stuart Rosser, Interim Chief Executive

Sandra Aspinall, Acting Deputy Chief Executive

Dave Street, Corporate Director, Social Services

Nicole Scammell, Acting Director of Corporate Services

Daniel Perkins, Head of Legal and Democratic Services

Cllr. Harry Andrews, Leader of the Council

Cllr. Keith Reynolds, Deputy Leader and Cabinet Member for Corporate Services

Chair of Standards Committee

Appendices

Appendix 1 Report to the Standards Committee dated 3rd October together with a copy of the Annual Letter from Public Services Ombudsman