



## STANDARDS COMMITTEE – 12TH OCTOBER 2012

**SUBJECT: ANNUAL LETTER FROM PUBLIC SERVICES OMBUDSMAN FOR WALES (2011-2012)**

**REPORT BY: MONITORING OFFICER**

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### **1. PURPOSE OF REPORT**

- 1.1 To note the Annual Letter (2011-2012) from the Public Services Ombudsman for Wales regarding complaints received and investigated by the Ombudsman.

### **2. LINKS TO STRATEGY**

- 2.1 The duty to oversee complaints received and investigated by the Ombudsman is within the terms of reference of this Committee.

### **3. THE REPORT**

- 3.1 The Annual Letter setting out a clear and concise breakdown of all complaints received and investigated by the Public Services Ombudsman for Wales during 2011/12 in relation to Caerphilly was received in August 2012.
- 3.2 A copy of the letter is attached at Appendix 1 to the Report.
- 3.3 Members will note that the data attached as an appendix to the Ombudsman's letter includes a detailed breakdown of complaints received and investigated, and response times to requests for information.
- 3.4 This data is self explanatory and therefore no further comment is offered other than to ask the Committee to formally note that the Ombudsman did not issue any 'Upheld' Reports against the Council during 2011/12.
- 3.5 Details of the Code of Conduct complaints for elected Members will be found at Section H of the appendix to the letter.
- 3.6 The Committee will note the increase in complaints received, however this is not unusual in the lead up to an election. However, the Committee is asked to note that not one complaint has been referred to the committee for investigation and/or determination.

### **4. FINANCIAL IMPLICATIONS**

- 4.1 None.

## **5. PERSONNEL IMPLICATIONS**

5.1 None.

## **6. EQUALITIES IMPLICATIONS**

6.1 None.

## **7. CONSULTATIONS**

7.1 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.

## **8. RECOMMENDATIONS**

8.1 That the contents of the Annual Letter be noted.

## **10. REASONS FOR THE RECOMMENDATIONS**

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

## **11. STATUTORY POWERS**

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

Author: Daniel Perkins, Head of Legal and Governance/Monitoring Officer

Consultees: FOR INFORMATION ONLY

Anthony O'Sullivan, Chief Executive

Nigel Barnett, Deputy Chief Executive

Albert Heaney, Corporate Director, Social Services

Sandra Aspinall, Corporate Director, Education

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 Annual Letter from Public Services Ombudsman.