



## STANDARDS COMMITTEE – 12TH FEBRUARY 2019

**SUBJECT: PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL LETTER  
2017/18**

**REPORT BY: HEAD OF LEGAL SERVICES AND MONITORING OFFICER**

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

- 1.1 To inform the Standards Committee of the Public Services Ombudsman for Wales Annual Letter (2017/18) regarding complaints received and investigated by the Public Services Ombudsman for Wales.

### **2. SUMMARY**

- 2.1 To advise Standards Committee of the Public Services Ombudsman for Wales Annual Letter (2017/18).

### **3. LINKS TO STRATEGY**

- 3.1 The function of overseeing complaints received and investigated by the Ombudsman contributes to the following Well-being goals within the Well-being of Future Generations Act (Wales) 2015 as it supports the provision of higher quality and more effective services to the public across all service areas

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

### **4. THE REPORT**

- 4.1 The Annual Letter which sets out a clear and concise breakdown of all complaints received and investigated by the Public Services Ombudsman for Wales during 2017/18 for Caerphilly was received on 15<sup>th</sup> October 2018. A copy of the Annual Letter is attached at Appendix 1 to this report.
- 4.2 The Annual Letter was presented to full Council on 13<sup>th</sup> December 2018 in a report containing the same detail as set out in this report which is referred to as a background paper.

- 4.3 Members will note that the fact sheet attached to the Annual Letter gives a detailed breakdown of complaints data relating to Caerphilly. This includes statistics regarding Ombudsman's interventions which includes all cases upheld as well as early resolutions and voluntary settlements.
- 4.4 The data is self-explanatory and therefore no further comment is offered other than to ask Standards Committee to note the following:-
- 4.3.1 In relation to Caerphilly the number of complaints received by the Ombudsman has reduced in the past year by 26% from 54 to 40.
- 4.3.2 Complaints relating to Housing have dropped this year from 12 to 8 as well as complaints concerning Adult Social Services which have dropped from 8 to 5.
- 4.3.4 However Planning and Building Control complaints have been noted as remaining high at 10; this is compared to 9 complaints received last year. This data has been analysed and it has been noted two complaints were referred to the Ombudsman on 3 and 2 separate occasions respectively which accounts for 5 out of the 10 complaints. The remaining 5 complaints included one premature referral i.e. had been referred to the Ombudsman before exhausting the Council's Corporate Complaints Procedure.

#### **4.5 Code of Conduct Complaints**

Members will note that in respect of Caerphilly County Borough Councillors 4 complaints were received all of which were closed after initial consideration. In respect of Town and Community Councils one complaint was received which was also closed after initial consideration.

### **5. WELL-BEING OF FUTURE GENERATIONS**

- 5.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that the overseeing of the complaints received and investigated by the Ombudsman enables departments to focus on areas of concern, to improve services and to monitor performance to ensure that any issues raised are identified and dealt with so as to be avoided in future.

### **6. EQUALITIES IMPLICATIONS**

- 6.1 There are no equalities implications associated with this report.

### **7. FINANCIAL IMPLICATIONS**

- 7.1 There are no financial implications associated with this report.

### **8. PERSONNEL IMPLICATIONS**

- 8.1 There are no personnel implications associated with this report.

### **9. CONSULTATIONS**

- 9.1 This Report reflects the contents of the Annual Letter and therefore there has been no formal consultation on the content of the Report. A copy of the Report has been provided to the

consultees below.

## **10. RECOMMENDATIONS**

10.1 it is recommended that Standards Committee note the content of the report.

## **11. REASONS FOR THE RECOMMENDATIONS**

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

## **12. STATUTORY POWER**

12.1 Public Services Ombudsman (Wales) Act 2005

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Background papers: Report to Council 13<sup>th</sup> December 2018 - Public Services Ombudsman  
for Wales Annual Letter 2017/2018

Appendices:

Appendix 1 Annual Letter of the Public Services Ombudsman for Wales 2017/18