

STANDARDS AND ETHICS COMMITTEE

5TH DECEMBER 2018

**REPORT OF THE DIRECTOR OF GOVERNANCE AND LEGAL
SERVICES AND MONITORING OFFICER**

**PUBLIC SERVICES OMBUDSMAN FOR WALES – ANNUAL LETTER
2017/2018 FOR CARDIFF COUNCIL**

Reason for this Report

1. To allow Members to consider the Annual Letter 2017/18 for Cardiff Council issued by the Public Services Ombudsman for Wales ('the Ombudsman').

Background

2. The Ombudsman has two specific roles:
 - (i) To consider complaints about public services providers in Wales; and
 - (ii) To consider complaints that members of local authorities have breached their Code of Conduct.
3. The Ombudsman produces an Annual Report in relation to the performance of his functions, which is laid before the National Assembly for Wales (under paragraphs 14,16 and 17 of Schedule 1 of the Public Services Ombudsman (Wales) Act 2005).
4. The Ombudsman also sends letters on an annual basis ('the Annual Letter') to county and county borough councils and local health boards/NHS trusts concerning the complaints he has received and considered during the year. The aim of the Annual Letter is to provide the relevant bodies with information to help them improve both their complaint handling and the services that they provide.

Issues

5. The Annual Letter (2017/18) for Cardiff Council issued by the Ombudsman is attached as **Appendix A**.
6. The Annual Letter provides an overview of all complaints considered by the Ombudsman during the year 2017/18 followed by an analysis of the complaints received in relation to Cardiff Council.

7. Members should note that the information about complaints relating to service performance is to be considered by the Cabinet to inform its review of the Council's performance.
8. It is only the information about complaints relating to Code of Conduct matters which falls within the remit of the Standards and Ethics Committee.
9. Members may wish to note that further information in relation to the Code of Conduct complaints considered by the Ombudsman during 2017/18 is contained within the Ombudsman's Annual Report 2017/8. An extract from the relevant section of the Annual Report is attached, for Members' information, at **Appendix B**. (A link to the full report is given under Background Papers below.)

Legal Implications

10. There are no direct legal implications arising from the report.

Financial Implications

11. There are no direct financial implications arising from the content of this report.

Recommendations

The Committee is recommended to note the Annual Letter (2017/18) for Cardiff Council issued by the Ombudsman and the information set out in the report; and provide any comments or observations, as appropriate.

DAVINA FIORE
DIRECTOR OF GOVERNANCE AND LEGAL SERVICES AND MONITORING OFFICER

22 November 2018

APPENDICES

Appendix A – Ombudsman's Annual Letter (2017/18) for Cardiff Council
Appendix B – Ombudsman's Annual Report 2017/18 – Extract in relation to Code of Conduct Complaints

[Background papers](#)

[Ombudsman's Annual Report and Accounts 2017/18](#)