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

**PUBLIC SERVICES OMBUDSMAN FOR WALES – ANNUAL LETTER 2020/21
FOR CARDIFF COUNCIL; ANNUAL REPORT 2020/21 & CODE OF CONDUCT
CASEBOOK 2020/21**

Reason for this Report

1. To allow Members to consider the Annual Letter 2020/21 for Cardiff Council issued by the Public Services Ombudsman for Wales ('the Ombudsman'), along with the Ombudsman's Annual Report 2020/21 and Code of Conduct Casebook 2020/21.

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 Welsh Parliament (under paragraphs 15, 17 and 18 of Schedule 1 of the Public Services Ombudsman (Wales) Act 2019); and a quarterly Code of Conduct Casebook providing details of complaints received.
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 (2020/21) for Cardiff Council issued by the Ombudsman and received on 1st October 2021 is attached as **Appendix A**.
6. The Annual Letter provides an overview of all complaints considered by the Ombudsman during the year 2020/21 followed by an analysis of the complaints received in relation to Cardiff Council.

7. Members should note that information about complaints relating to service performance are presented in an Annual Complaints and Compliments Report for consideration by Cabinet.
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. For Members information, further information in relation to the Code of Conduct complaints considered by the Ombudsman is contained within:
 - (i) the Ombudsman's Annual Report 2020/21 (**Appendix B**), specifically on pages 32-37; and
 - (ii) the Code of Conduct Casebooks 2020/21 (**Appendix C**). Members may wish to note that the Ombudsman's website indicates that from April 2021, they no longer publish the Code of Conduct Casebook, but will instead publish summaries of recent investigations' outcomes and reports (under the heading 'Our findings' on their website), which will be updated more regularly, on a monthly basis.

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 information set out in the report and its appendices; and provide any comments or observations, as appropriate.

Davina Fiore

Director of Governance and Legal Services and Monitoring Officer

3 February 2022

APPENDICES

Appendix A - Ombudsman's Annual Letter (2020/21) for Cardiff Council

Appendix B - Ombudsman's Annual Report 2020/21 [Annual-Report-and-Accounts-2020-21-Delivering-Justice-FINAL.pdf \(ombudsman.wales\)](#)

Appendix C - Ombudsman's Code of Conduct Casebooks 2020/21
[CoC-casebook-Full-year-ENG-1.pdf \(ombudsman.wales\)](#)
[Code-of-Conduct-Casebook-Jan-March-2021.pdf \(ombudsman.wales\)](#)