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

**PUBLIC SERVICES OMBUDSMAN FOR WALES – CONSULTATION ON DRAFT
STRATEGIC PLAN 2023-26**

Reason for this Report

1. To invite the Committee to provide any comments in response to the public consultation on the Ombudsman's draft Strategic Plan 2023-26.

Background

2. The Public Services Ombudsman for Wales (the 'Ombudsman') is a statutory office with powers to investigate complaints about public services and independent care providers in Wales, as well as complaints that local Councillors have breached their authority's Code of Conduct.
3. The Ombudsman's previous Corporate Plan covered the period from 2019 to 2022.

Issues

4. In September 2022, the Ombudsman launched a public consultation on its Strategic Plan 2023-23: [Open consultation: Our draft Strategic Plan 2023-2026 \(ombudsman.wales\)](https://www.ombudsman.wales) – **Appendix A**.
5. The consultation indicates that the Ombudsman's proposed Strategic Aims are:
 - Delivering justice with a positive impact for people and public services
 - Increasing accessibility and inclusion
 - Expanding our proactive improvement work
 - Ensuring that we are a healthy, efficient and accountable organisation.
6. The consultation seeks views on the draft Strategic Plan, shaping the priorities of the Ombudsman's office for 2023-26, and presents a number of specific consultation questions. The deadline for consultation responses is 22nd November 2022.

Legal Implications

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

Financial Implications

8. There are no direct financial implications arising from this report.

RECOMMENDATION

The Committee is recommended to:

1. Consider the consultation on the Ombudsman's Strategic Plan 2023-26 (**Appendix A**), and provide any comments in relation to matters within the remit of the Committee;
2. Delegate authority to the Monitoring Officer, in consultation with the Chair, to submit a response to the Ombudsman's consultation, on behalf of the Committee, reflecting the views expressed; and
3. Ask the Monitoring Officer to circulate a copy of the consultation response submitted to all Members of the Committee for information.

Davina Fiore

Director of Governance and Legal Services and Monitoring Officer

13th October 2022

APPENDICES

Appendix A Public Services Ombudsman for Wales, Open Consultation: Our draft Strategic Plan 2023-26 [Open consultation: Our draft Strategic Plan 2023-2026 \(ombudsman.wales\)](#)