

## Report of the Monitoring Officer

Standards Committee - 29 August 2014

### PUBLIC SERVICES OMBUDSMAN FOR WALES: ANNUAL REPORT 2013/14

The purpose of this report is to advise the Committee of the publication of the Public Services Ombudsman for Wales' Annual Report for 2013/14.

#### **For information**

#### **1 Introduction**

- 1.1 Members are advised that the Public Services Ombudsman for Wales has now published the annual report for 2013/14.
- 1.2 A full copy of the report can be found at the following link

<http://www.ombudsman-wales.org.uk/en/publications/annual-reports.aspx>

However, relevant extracts from this Annual Report are contained in Appendix A.

- 1.3 Section 4 of the Report deals with Code of Conduct Complaints. There has been a reduction in the number of complaints to the Ombudsman by 22% on 2012/2013. The Ombudsman attributes the decline in Code of Conduct complaints to the local resolution arrangements in place and will continue to refer 'low level' complaints to authorities' Monitoring Officers to deal with locally.

At Annex C of his Report the Ombudsman provides a statistical breakdown of outcomes by Local Authority. In relation to County Borough Councils, Swansea had 30 total cases closed of which 22 were closed after initial consideration.

In relation to Community/Town Councils, of the 115 cases closed 26 related to Mumbles Community Council which were all closed after initial consideration.

**Background papers:**

None

**Appendix:**

Extract of Annual Report of the Public Services Ombudsman for Wales  
Annual Report