



Report of the Monitoring Officer

Standards Committee – 13 October 2017

Public Service Ombudsman for Wales Annual Report for 2016/17

Purpose: To update the Standards Committee on the Annual Report of the Public Service Ombudsman for Wales 2016/17

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For Information

1. Background

- 1.1 The Public Service Ombudsman for Wales (PSOW) has published his Annual Report for 2016/17 which is attached at Appendix A.
- 1.2 The Annual Report sets out performance over the year including both complaints about public service providers as well as code of conduct complaints.

2. Report details

- 2.1 The number of code of conduct complaints decreased by 14% which the PSOW found encouraging. The majority of complaints received during 2016/17 related to matters of promotion of equality and respect which accounted for 37% (compared to 41% in 2015/16) of the complaints made. 23% related to failure to disclose or register interests; 18% related to failure to act with integrity; 14% related to failure to be objective or act with propriety and 4% related to accountability and openness.

- 2.2 Of those complaints, 248 were closed (down 6% on 2015/16). The majority (184) were closed under the category “Closed after initial consideration”. This includes decisions such as
- There was no prima facie evidence of breach of the Code
 - The alleged breach was insufficiently serious to warrant an investigation (and unlikely to attract a sanction).
- 2.3 With regard to closed cases, a greater number were fully investigated (34) compared to 2015/16 (27). A detailed breakdown of the outcome of code of conduct complaints is found at page 21 of the Annual Report.
- 2.4 A statistical breakdown of code of conduct complaints by outcomes and local authority is contained at page 105 of the Annual Report.

3. Legal Implications

- 3.1 There are no legal implications associated with this report.

4. Financial Implications

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

5. Equality and Engagement Implications

- 5.1 There are no equality and engagement implications associated with this report.

Background Papers: None

Appendices: Appendix A – Public Service Ombudsman for Wales Annual Report and Accounts 2016/17