



FULL COUNCIL - INFORMATION REPORT

Date Written	8 th January 2020
Report Author	Carys Kennedy
Service Area	Legal
Exempt/Non Exempt	Non Exempt
Committee Date	29 th January 2020

To: Mayor, Ladies and Gentlemen

PUBLIC SERVICES OMBUDSMAN FOR WALES (PSOW) ANNUAL LETTER 2018/19

1.0 SUMMARY OF THE REPORT

- 1.1 The Ombudsman's publishes an Annual Letter which provides a summary of the work of the Ombudsman over the preceding year and details of data in respect of referrals made to that service. The Annual Letter sets out the number of matters that were resolved in that year.
- 1.2 This letter is presented to the Local Authority Standards Committee each year for consideration and is now presented to Full Council for information

2.0 INTRODUCTION AND BACKGROUND

- 2.1 At the Standards Committee on the 27th November 2015 it was recognised that provision needs to be made for there to be consideration of data in respect of referrals made to the Ombudsman annually in respect of this Council with a view to identifying any trends or issues that need to be addressed.
- 2.2. A recommendation of the Standards Committee is that confirmation of data received from the Ombudsman's office will be reported to Full Council for information.
- 2.3 The Ombudsman Annual Letter for 2018/19 has been published as part of their Annual Report and Accounts.
- 2.4 The Ombudsman has confirmed that the number of complaints received concerning Merthyr Tydfil have increased in the past year from 13 to 15. Attached, as Appendix 1, is a copy of the Ombudsman Annual Letter giving a breakdown of complaints data relating to Local Authorities across Wales

3.0 OVERVIEW OF COMPLAINTS AT MERTHYR TYDFIL:

3.1 Complaints received and investigated:

Complaints received	Average	Complaints investigated
15	**17	0

** Average adjusted for population distribution.

3.2 Complaints received by subject:

Adult Social Services	3
Benefits Administration	1
Children Social Services	6
Environment and Environmental Health	1
Housing	2
Roads and Transport	2

3.3 Comparison of complaint outcomes with average outcomes for Local Authorities, adjusted for population distribution

	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/Voluntary Settlement	Discontinued	Other Report – Not Upheld	Other Report – Upheld in whole or in part	Public Interest Reports
Merthyr Tydfil 2018/19	3	7	3	-	-	1	-	-
Merthyr Tydfil (adjusted) 2018/19	3	5	6	2	-	-	-	-
Merthyr Tydfil 2017/18	-	5	5	1	-	-	2	-
Merthyr Tydfil (adjusted) 2017/18	3	4	5	2	-	-	-	-

3.4 Number of cases with PSOW Intervention:

	No. of complaints with PSOW intervention	Total number of closed complaints	% of complaints with PSOW interventions
2018/19	0	14	0%
2017/18	3	13	23%

3.5 Code of Conduct Complaints Closed

	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total Cases closed
2018/19	1	-	1	-	-	-	-	2
2017/18	6	-	1	-	-	-	-	7

4.0 FINANCIAL IMPLICATION(S)

4.1 There are no financial implications to the Authority from this report.

5.0 INTEGRATED IMPACT ASSESSMENT

	Positive Impacts	Negative Impacts	Not Applicable
1. Merthyr Tydfil Well-being Objectives	0 of 4	0 of 4	4 of 4
2. Sustainable Development Principles - How have you considered the five ways of working: <ul style="list-style-type: none"> • Long term • Prevention • Integration • Collaboration • Involvement 	0 of 5	0 of 5	5 of 5
3. Protected Characteristics <i>(including Welsh Language)</i>	0 of 10	0 of 10	10 of 10
4. Biodiversity	0 of 1	0 of 1	1 of 1
<p>Summary: This is only confirmation of the work that has been carried out by the Ombudsman in respect of Merthyr Tydfil County Borough Council. There are no negative impacts</p>			

ELLIS COOPER
INTERIM CHIEF EXECUTIVE

COUNCILLOR KEVIN O'NEILL
LEADER

BACKGROUND PAPERS

Title of Document(s)	Document(s) Date	Document Location
Ombudsman Annual Letter 2018/19	7 th August 2019	Legal Department
Report to Standards Committee	15 th November 2019	Democratic Services/ Council Website
Does the report contain any issue that may impact the Council's Constitution?		No