

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:**           **STANDARDS COMMITTEE**

**DATE:**               **MONDAY, 2 DECEMBER 2013**

**REPORT BY:**       **MONITORING OFFICER**

**SUBJECT:**           **PUBLIC SERVICES OMBUDSMAN'S ANNUAL  
LETTER 2012/13**

### **1.00 PURPOSE OF REPORT**

1.00 To receive and note the Annual Letter of the Public Service Ombudsman for Wales, copy attached as Appendix 1.

### **2.00 BACKGROUND**

2.01 The Annual Letter provides a clear and precise breakdown of all complaints received and investigated by the Ombudsman's office during 2012/13 in relation to the Council. These cover both complaints about services provided by the Council and complaints about councillors under the Code of Conduct.

2.02 In summary:

- The number of complaints rose from 39 to 40 putting Flintshire in line with the Welsh average adjusted for population distribution.
- The number of complaints taken into investigation rose from 3 to 4.
- The number of quick fixes and voluntary settlements is double the average whilst the number of upheld reports is below average.
- However, a quarter of all complaints took over 6 weeks for the Council to respond which whilst marginally better than the local authority average for Wales is unfortunately an increase on last year.

2.03 I have set out below a table showing the trends for complaints by outcome under the Code of Conduct for the year 2012/13. It is pleasing to note the very small number of complaints and the fact that none merited formal investigation.

<b>Stage / Year</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
Not investigated	8	9	4
No evidence of breach	2	0	0
No further action	0	2	0
Refer	2	0	0
Withdrawn	1	0	0

**3.00 CONSIDERATIONS**

3.01 The Committee is asked to consider what recommendations, if any, are required arising out of the findings in the Annual Letter.

**4.00 RECOMMENDATIONS**

4.01 That the Standards Committee makes any recommendations it believes appropriate with regard to the letter.

4.02 That the Committee note the contents of the letter.

**5.00 FINANCIAL IMPLICATIONS**

5.01 None

**6.00 ANTI POVERTY IMPACT**

6.01 None

**7.00 ENVIRONMENTAL IMPACT**

7.01 None

**8.00 EQUALITIES IMPACT**

8.01 None

**9.00 PERSONNEL IMPLICATIONS**

9.01 None

**10.00 CONSULTATION REQUIRED**

10.01 None

**11.00 CONSULTATION UNDERTAKEN**

11.01 None

**12.00 APPENDICES**

12.01 Appendix 1 - Annual Letter of the Public Service Ombudsman for Wales

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

As referred to in the report.

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