

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **STANDARDS COMMITTEE**
DATE: **MONDAY, 3 NOVEMBER 2014**
REPORT BY: **MONITORING OFFICER**
SUBJECT: **PUBLIC SERVICES OMBUDSMAN'S ANNUAL LETTER 2013/14**

1.00 PURPOSE OF REPORT

1.01 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 2013/14 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 The number of complaints reduced slightly from 40 to 39 putting Flintshire below the Welsh average adjusted for population distribution.

- The number of complaints taken to investigation fell from 4 to 3.
- The time for responding to complaints has reduced to a maximum of 4-5 weeks whereas in the previous year a quarter of all complaints took over 6 weeks for the Council to respond to.

2.03 I have set out below a table showing the trends for complaints by outcome under the Code of Conduct for the year 2013/14. It is pleasing to note the very small number of complaints.

Stage	Year 2011/12	2012/13	2013/14
Not investigated	9	4	3*
No evidence of breach	0	0	0
No further action	2	0	0
Refer	0	0	0
Withdrawn	0	0	0

*1 still being considered

2.04 During the year three complaints were made under the Local Resolution Procedure and were resolved by the Monitoring Officer or Deputy Monitoring Officer.

3.00 CONSIDERATIONS

3.01 The Committee is asked to note 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.

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**

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