

## FLINTSHIRE COUNTY COUNCIL

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

**DATE:**               **MONDAY, 9 FEBRUARY 2015**

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

**SUBJECT:**           **PUBLIC SERVICES OMBUDSMAN'S ANNUAL**  
                                  **LETTER 2013/14**

### **1.00 PURPOSE OF REPORT**

- 1.01 To follow up on consideration on the Public Services Ombudsman's annual letter pursuant to the committee's decision at its 3 November 2014 meeting.

### **2.00 BACKGROUND**

- 2.01 At the committee's meeting on the 3 November 2014 it received a report on the Public Services Ombudsman's annual letter 2013/14. A copy of that report is attached as Appendix 1. The relevant minute of that meeting is attached as Appendix 2.

### **3.00 CONSIDERATIONS**

- 3.01 During consideration of the annual report at the committee's November meeting Members referred to the complaints that were upheld in relation to noise and other nuisance issues and unauthorised development and the common issue of communications with the complainants. The committee resolved that there should be a report back on the procedures put in place following the two complaints.
- 3.02 The Chief Officer for both these areas is the Chief Officer, Planning and Environment, Mr Andrew Farrow, who will be attending the meeting to explain the action taken following these complaints to improve procedures.

### **4.00 RECOMMENDATIONS**

- 4.01 For the committee to receive a verbal report on the procedures put in place following the two complaints on unauthorised development and noise and other nuisance issues.

### **5.00 FINANCIAL IMPLICATIONS**

- 5.01 None as a result of this report.

**6.00 ANTI POVERTY IMPACT**

6.01 None as a result of this report.

**7.00 ENVIRONMENTAL IMPACT**

7.01 None as a result of this report.

**8.00 EQUALITIES IMPACT**

8.01 None as a result of this report.

**9.00 PERSONNEL IMPLICATIONS**

9.01 None as a result of this report.

**10.00 CONSULTATION REQUIRED**

10.01 None as a result of this report.

**11.00 CONSULTATION UNDERTAKEN**

11.01 None as a result of this report.

**12.00 APPENDICES**

12.01 Appendix 1 – Report to the Standards Committee 3 November 2014  
Appendix 2 – Relevant minute of the meeting of the 3 November

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

None

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