

## **FLINTSHIRE COUNTY COUNCIL**

**REPORT TO:** STANDARDS COMMITTEE

**DATE:** MONDAY, 3 SEPTEMBER 2012

**REPORT BY:** MONITORING OFFICER

**SUBJECT:** PUBLIC SERVICE OMBUDSMAN'S ANNUAL LETTER  
2011/12

### **1.00 PURPOSE OF REPORT**

1.01 To receive and note the Annual Letter of the Public Services Ombudsman for Wales (copy attached as Appendix 1).

### **2.00 BACKGROUND**

2.01 The Annual Letter provides a clear and concise breakdown of all complaints received and investigated by the Ombudsman's office during 2011/12 in relation to the Council. These cover both complaints about services (not) provided by the Council and complaints about Councillors under the Code of Conduct.

2.02 In summary, Flintshire had:

- Fewer complaints than the all Wales average, although numbers have risen (39 – 2011/12, 34 – 2010/11).
- Complaints about services taken into investigation remain static at 3.
- Flintshire's response time to requests for information is more efficient than the Wales average.
- No Code of Conduct complaints were investigated by the Ombudsman.

### **3.00 CONSIDERATIONS**

3.01 The Committee is asked to note the contents of the report.

### **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 notes 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 required.

**11.00 CONSULTATION UNDERTAKEN**

11.01 None required.

**12.00 APPENDICES**

12.01 Appendix 1 – 2011/12 Annual Letter of the Public Services  
Ombudsman for Wales

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

As referred to in the report.

**Contact Officer:** Gareth Owens  
**Telephone:** 01352 702344  
**Email:** [gareth.owens@flintshire.gov.uk](mailto:gareth.owens@flintshire.gov.uk)