

STANDARDS COMMITTEE

Date of Meeting	Monday 1 st March 2021
Report Subject	Overview of Ethical Complaints
Report Author	Chief Officer Governance

EXECUTIVE SUMMARY

This report shows a summary of the ethical complaints alleging a breach of the Code that have been submitted to the Public Services Ombudsman for Wales (PSOW). As per the Committee's resolution, the complaints distinguish between different Councils and Councillors whilst still remaining anonymous.

The report gives the Committee an understanding of the number and types of complaints being made, and the outcome of consideration by the PSOW. Since the last report (November 2020) 9 complaints have been received. 3 complaints have been resolved since the last report. Six remain outstanding. As with previous reports one Council is experiencing the majority of complaints and the Monitoring Officer has recently engaged with the PSOW and an external facilitator in an attempt to improve the position within that Council.

RECOMMENDATIONS

1	That the Committee notes the number and type of complaints.
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REPORT DETAILS

1.00	NUMBER OF COMPLAINTS
1.01	The attached spreadsheet at Appendix A lists in summary form the complaints received during 2019/20. Each entry lists: <ul style="list-style-type: none"> • the Ombudsman's reference number (year/4 digit reference) • the type of Council (Community, County or Town) • the complainant (Councillor, officer, public) • the provisions which are alleged to have been breached • the decision at each of the 3 stages of investigation
1.02	Since the last report nine complaints have been received. Two complaints were made against the same Community Council arising out of one incident. One was made against another Community Council. The six outstanding complaints are all against the same Town Council. One

	complaint was a self-referral and the other five relate to a single incident at that Town Council. The Monitoring Officer has undertaken work with that Council in conjunction with the Ombudsman and an external facilitator to try and improve relations within the Council. A verbal update will be given at the meeting.
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2.00	RESOURCE IMPLICATIONS
2.01	None associated with this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	None.

4.00	RISK MANAGEMENT
4.01	None

5.00	APPENDICES
5.01	Appendix A - Number of complaints.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None Contact Officer: Gareth Owens, Chief Officer Governance Telephone: 01352 702344 E-mail: gareth.legal@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	Public Services Ombudsman for Wales – the Ombudsman investigates service complaints and alleged breaches of the code. The Ombudsman will only investigate an alleged breach of the Code if there is clear evidence of a breach and it is in the public interest to do so.