

MEEETING	Standards Committee
DATE	18 March 2019
TITLE	Public Service Ombudsman Wales – Corporate Plan
AUTHOR	Monitoring Officer.

I attach the Ombudsman's consultation on their proposed Corporate Plan

This is an opportunity to provide comments on the intentions in the Plan. It should be noted that the Plan encompasses all the Ombudsman's responsibilities. However, there are elements which are referable to Code of Conduct investigations.

I refer in particular to KPI3 and KPI 4 on page 8 (note that the reference in the Welsh version to 6 months but the correct period is 6 weeks). Experience suggests that the response to the less complex issues happens comfortably within this time scale.

I would welcome any other observations which the Committee might have which they would wish to convey to the Ombudsman's office.

Recommendation

To note any observations on the Draft Corporate Plan