

# GWYNEDD COUNCIL CABINET



<b>Date of Meeting:</b>	<b>17 December 2019</b>
<b>Cabinet Member:</b>	<b>Councillor Dyfrig Siencyn</b>
<b>Contact Officer:</b>	<b>Iwan Evans – Head of Legal Services and Siôn Huws – Senior Solicitor</b>
<b>Contact telephone Number:</b>	<b>32168</b>
<b>Title of Item:</b>	<b>The Ombudsman’s Annual Letter 2018/19</b>

**Subject: The Public Services Ombudsman’s Annual Letter 2018/19**

## **1. Recommendation for the Decision:**

To receive the Annual Letter of the Public Services Ombudsman for Wales for 2018/19

## **2. The reason why a decision is required:**

2.1 The Public Services Ombudsman has asked for his Annual Letter to be presented to the Cabinet to assist members in their scrutiny of the Council’s performance.

## **3. General Background**

3.1 Members will be aware that a report on complaints is presented to the Cabinet, annually, usually in July. To ensure that a complete picture of the situation across the authority is given, a report on the Corporate Complaints Procedure is presented, together with the Director of Social Services’ Annual Report on Complaints under the statutory complaints procedure (which is also presented to the Care Scrutiny Committee). The report also includes information on the complaints made to the Public Services Ombudsman for Wales during the year. To

ensure that the information and messages are up to date the report is presented as soon as practicable in the financial year.

3.2 The report presented in July this year included consideration of complaints made to the Ombudsman, with the figures having been verified with his office. The Ombudsman's Annual Letter was not available at the time, but the matters contained in the letter have already been considered by the Cabinet.

3.3 The Ombudsman asks for his Annual Letter to be presented to Cabinet and to be informed of the proposed actions for the matters raised.

3.4 The Annual Letter is therefore attached as an Appendix to this report.

3.5 Looking to the future, we will be considering whether the annual report, including the Ombudsman's annual letter, can be presented to the Cabinet as one report, to a timetable that ensures the information remains current enough so that lessons can be learnt.

#### **4. Any consultations undertaken prior to making the Decision:**

Monitoring Officer – Report prepared by Legal Services.

Head of Finance - Nothing to add from the perspective of financial propriety