

EXECUTIVE BOARD

1ST APRIL, 2019

Subject - Ombudsman's Annual Letter 17/18 Carmarthenshire County Council

Purpose: To receive the Public Services Ombudsman for Wales Annual Letter for 2017-18

Recommendations / key decisions required: To receive the Public Services Ombudsman for Wales Annual Letter for 2017-18

Reasons: Each year the Public Services Ombudsman for Wales (**PSOW**) provides to each local authority a letter in the form of a factsheet with accompanying data. It is provided to assist in reviewing performance.

Relevant scrutiny committee to be consulted

NA

Exec Board Decision Required YES

Council Decision Required NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Councillor Emlyn Dole

Directorate

Chief Executive's

Name of Head of Service:
Linda Rees Jones

Designations: Head of
Administration and Law

Tel Nos. 224694

Report Author: Nigel J Evans

E Mail Addresses:

EXECUTIVE SUMMARY

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1ST APRIL 2019

Ombudsman's Annual Letter 17/18 Carmarthenshire County Council

1. Annually, the PSOW provides to each Local Authority a letter in the form of a factsheet with accompanying data. It is provided to assist in reviewing performance.
2. The Letter is attached to this summary. Some of the selected headlines for 17/18 are as follows:
 - There has been a 10% decline in complaints against Councils;
 - The number of complaints against Carmarthenshire decreased by 43% from 44 to 25;
 - To provide some context the PSOW has included within his data average adjusted figures, (adjusted for population distribution). These figures can be compared with the actual performance figures – see Tables A and C;
 - Outcomes compare favourably with average adjusted outcomes – see Table C;
 - There was only 4% of Carmarthenshire's complaints which required PSOW's intervention (early resolutions, settlements and reports) - see Table D;
 - Carmarthenshire had two reports issued but they were not upheld decisions. It had no public interest reports;
 - In relation to Code of Conduct the PSOW expressed concern about the number of complaints he received against members of Pembrey and Burry Port Town Council.
3. Of the two reports that were issued (mentioned above), they related to the areas of Mental Health and Learning Development, and Planning. In regard to the former, the complainant cited dissatisfaction with assessment of needs, not detailing measures following a stage 2 investigation, and poor complaint handling. The complaint was remedied by a settlement of actions agreed with the Ombudsman. In the latter case, the complainant cited dissatisfaction with actions in granting an application, specifically recording of decisions and shortcomings in terms of policies. The Ombudsman was able to discontinue his consideration of the complaint following his investigation.

DETAILED REPORT ATTACHED ?

YES – the PSOW's Annual Letter 2017/18

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Linda Rees Jones Head of Administration and Law

Policy, Crime & Disorder & Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	YES	NONE	NONE	NONE	NONE	NONE

1. Legal The PSOW's Annual Letter 2017/18 asks that the annual letter be presented in order for performance to be reviewed. The letter in its entirety is attached to this report.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Linda Rees Jones

Head of Administration and Law

(Please specify the outcomes of consultations undertaken where they arise against the following headings)

1. Scrutiny Committee

N/A

2. Local Member(s)

N/A

3. Community / Town Council

N/A

4. Relevant Partners

N/A

5. Staff Side Representatives and other Organisations

N/A

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

Title of Document	File Ref No.	Locations that the papers are available for public inspection
The PSOW's Annual Letter 2017/18	CCOM-787	http://www.ombudsman.wales/wp-content/uploads/2018/12/Carmarthenshire-ENG-Updated-17-18.pdf http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2019/01/Carmarthenshire-CYM-Updated-17-18.pdf
The PSOW's Annual Report 2017/18	https://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwjF1aOUgvgAhWjSBUIHS2MB-wQFjAAegQIAxAC&url=http%3A%2F%2Fwww.ombudsman.wales%2F&usq=AOvVaw22wrtlwrOHv01_nZ0bgO7O	http://www.ombudsman.wales/wp-content/uploads/2018/07/PSOW-Annual-Report-and-Accounts-2017-2018.pdf http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2018/07/PSOW-Annual-Report-and-Accounts-2017-2018-CYM.pdf