

**STANDARDS COMMITTEE**  
**9<sup>TH</sup> SEPTEMBER 2016**

**PUBLIC SERVICES OMBUDSMAN FOR WALES REPORT**  
**2015/2016**

**Recommendations / key decisions required:**

To consider the report

**Reasons:**

The subject matter of the report falls within the remit of the Committee

Scrutiny Committee recommendations / comments:

Not applicable

Exec Board Decision Required                      NO

Council Decision Required                         NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr E Dole (Leader)

Directorate

Chief Executives

Name of Head of Service:

Linda Rees-Jones

Report Author:

Robert Edgecombe

Designations:

Head of Administration & Law

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# EXECUTIVE SUMMARY STANDARDS COMMITTEE 9<sup>TH</sup> SEPTEMBER 2016

## PUBLIC SERVICES OMBUDSMAN FOR WALES REPORT 2015/2016

The Public Services Ombudsman for Wales has published his annual report for 2015/2016

The Ombudsman considers complaints of maladministration and service failure against public bodies and allegations against members of local authorities that they have broken the Members Code of Conduct.

The key points are;

1. The overall number of maladministration complaints against public authorities rose by 4% compared to a 7% increase the previous year.
2. Complaints against local authorities fell slightly from 938 to 906, the overall rise in complaints being due to a further increase in complaints against the NHS.
3. Only 1 Public Interest Report was issued against a local authority during this period and this did not relate to Carmarthenshire County Council
4. The number of maladministration complaints against Carmarthenshire County Council fell by 57% to 40 in 2015/2016. This compares well with the Welsh average of 53 complaints.
5. Overall there has been a 19% increase in Code of Conduct complaints compared with last year, largely due to a 49% increase in complaints against Town and Community Councillors.
6. A total of 8 Code complaints were made against elected members of Carmarthenshire County Council, although some of these related primarily to the member's role as a Town and Community Councillor.

The committee is requested to note the attached report and annual letter

DETAILED REPORT ATTACHED ?

YES

## 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: **L. Rees Jones** **Head of Administration and Law**

|                                       |             |             |             |                        |                       |                 |
|---------------------------------------|-------------|-------------|-------------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder & Equalities | Legal       | Finance     | ICT         | Risk Management Issues | Staffing Implications | Physical Assets |
| <b>NONE</b>                           | <b>NONE</b> | <b>NONE</b> | <b>NONE</b> | <b>NONE</b>            | <b>NONE</b>           | <b>NONE</b>     |

## CONSULTATIONS

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

Signed: **L. Rees Jones** **Head of Administration and Law**

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

- 1. Scrutiny Committee**  
Not applicable
- 2. Local Member(s)**  
Not applicable
- 3. Community / Town Council**  
Not applicable
- 4. Relevant Partners**  
Not applicable
- 5. Staff Side Representatives and other Organisations**  
*Not applicable*

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

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

**THESE ARE DETAILED BELOW**

| Title of Document | File Ref No. | Locations that the papers are available for public inspection |
|-------------------|--------------|---|
| Legal file        | DPSC-145     | Legal Services, County Hall                                   |