

**STANDARDS COMMITTEE**  
**11<sup>TH</sup> SEPTEMBER 2015**

**PUBLIC SERVICES OMBUDSMAN FOR WALES REPORT**  
**2014/2015**

**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:

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Designations:

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# EXECUTIVE SUMMARY STANDARDS COMMITTEE 11<sup>th</sup> SEPTEMBER 2015

## PUBLIC SERVICES OMBUDSMAN FOR WALES REPORT 2014/2015

The Public Services Ombudsman for Wales has published his annual report for 2014/2015

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 7% compared to an 8% increase the previous year.
2. Local authorities continue to account for the largest proportion of complaints, the number of complaints recorded against them rising by 5% compared to a 9.5% increase the previous year.
3. Of the 2,015 maladministration complaints concluded, only 428 were taken forward and only 349 of these (82%) resulted in the complaint being upheld or partially upheld.
4. A total of 12 Public Interest Reports were issued, one of which related to Carmarthenshire County Council (see page 49 of the Annual Report). This matter related to events that took place in 2012 and the Ombudsman's report was presented to Full Council on the 24<sup>th</sup> February 2015.
5. A total of 58 Maladministration complaints relating the Carmarthenshire County Council were determined (the 4<sup>th</sup> highest)
6. Overall there has been a 1% increase in Code of Conduct complaints compared to a 22% decrease in 2013/2014.
7. Code complaints against County Councillors have risen 13% whilst complaints against Community Councillors fell by 8%
8. Of the 239 Code complaints concluded during the year, only 34 cases were taken to investigation. Of these in 17 cases there was no evidence of breach, in 8 cases no action was needed, 1 case was referred to the Adjudication Panel for Wales and 8 referred to local Standards Committees.
9. A total of 15 Code complaints relating to County Councillors and Town and Community Councillors from Carmarthenshire were concluded (the 2<sup>nd</sup> highest)

The committee is requested to consider the attached report

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: Linda Rees Jones

Head of Administration and Law

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

# 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**

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-136	Legal Services, County Hall
Legal file	CCCN-061	Legal Services, County Hall