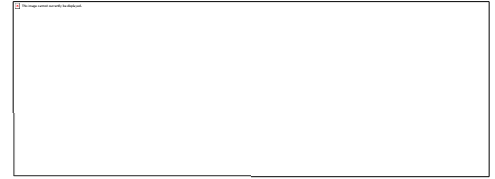


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Are the Nolan Principles fit for purpose now & in 20 years?

NICK BENNETT

**Public Services Ombudsman
for Wales**

Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwellhau Gwasanaethau

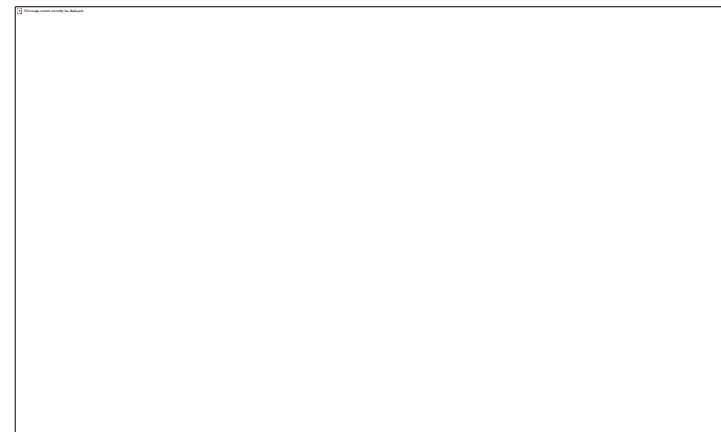
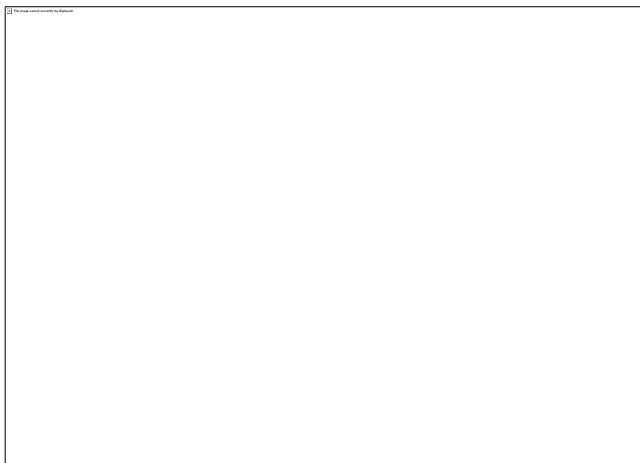
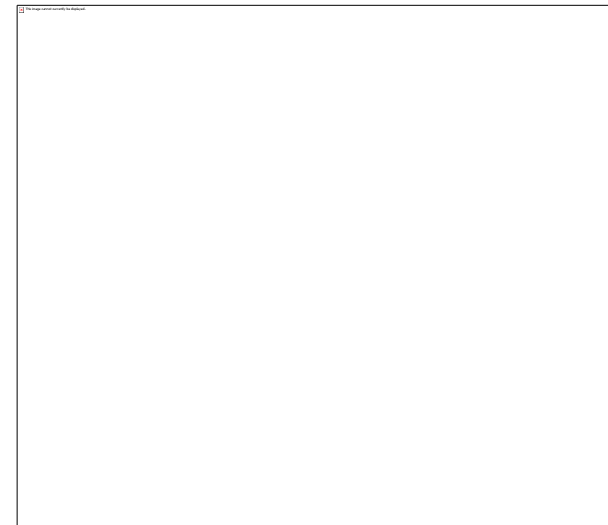
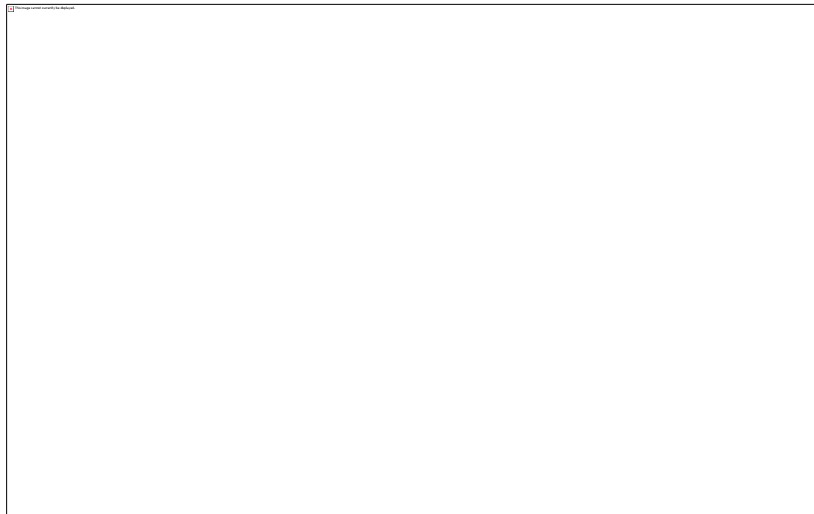
Context

- Ageing Population
- Public spending unlikely to return to 2011 levels until 2025?
- NHS/Social Services Integration
- Green Paper 'Our Health: Our Health Service'
- Local Government Reform?

The Future

- Constitutional issues
- Size of the state and level of state provision of public services
- Immigration
- Innovation?

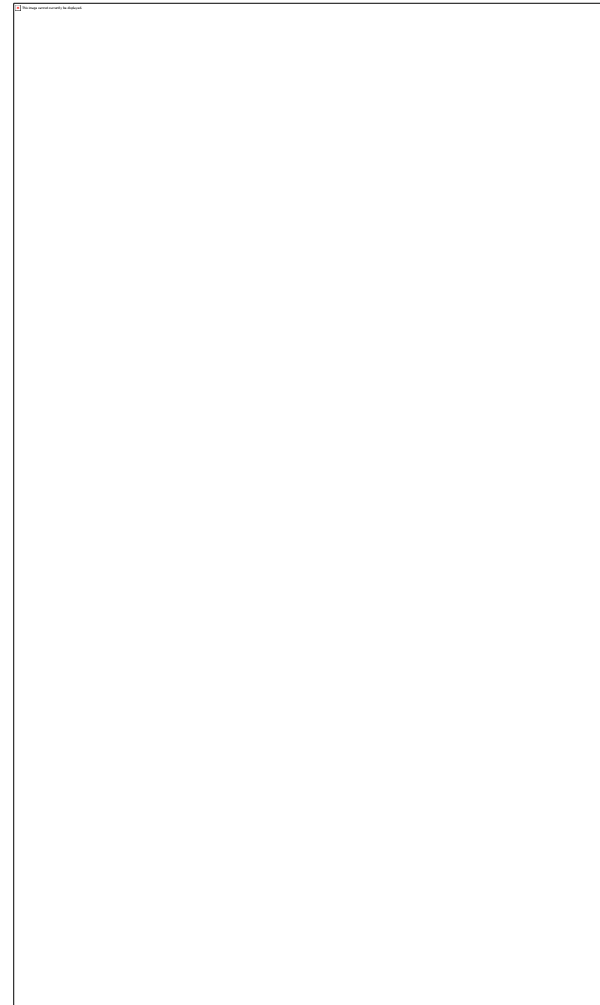
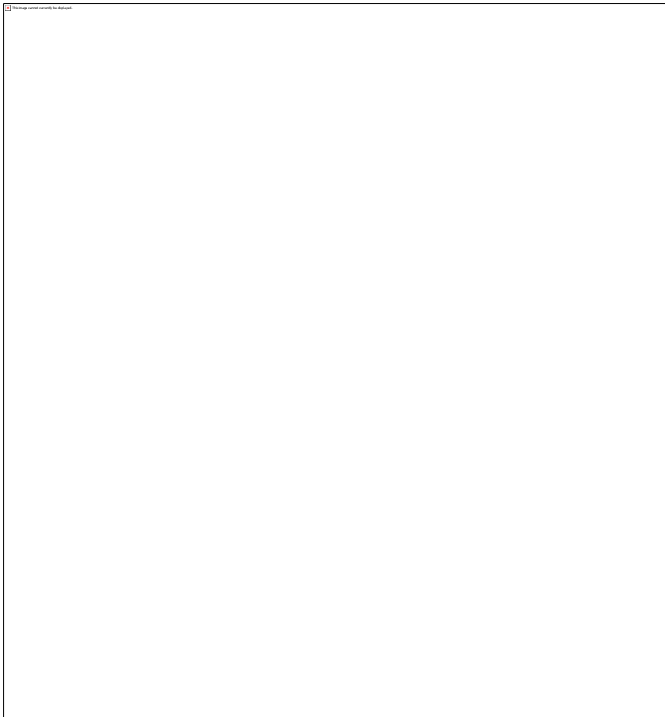
Looking back 20 years ...



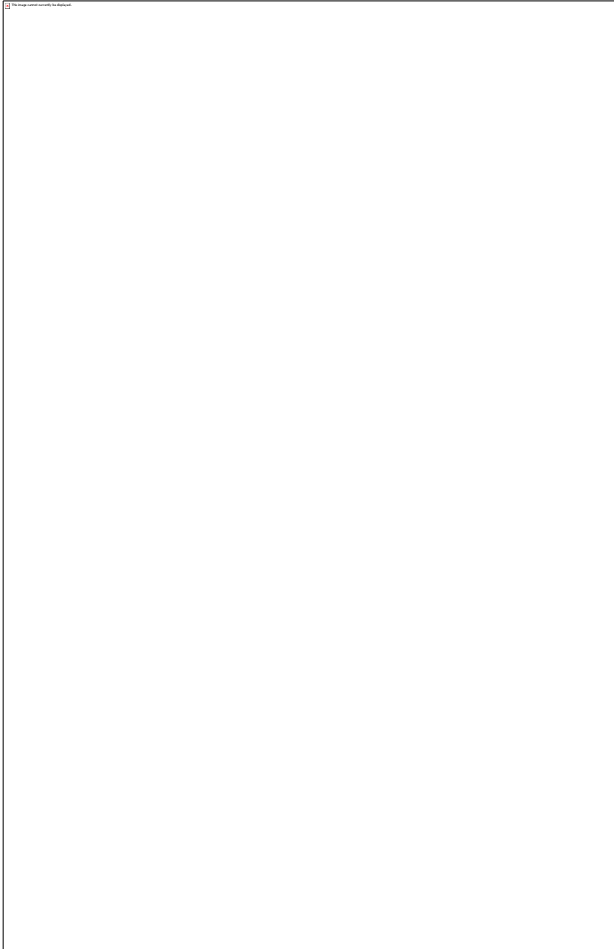
Investigating Complaints
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Back to School ... 1985 ...



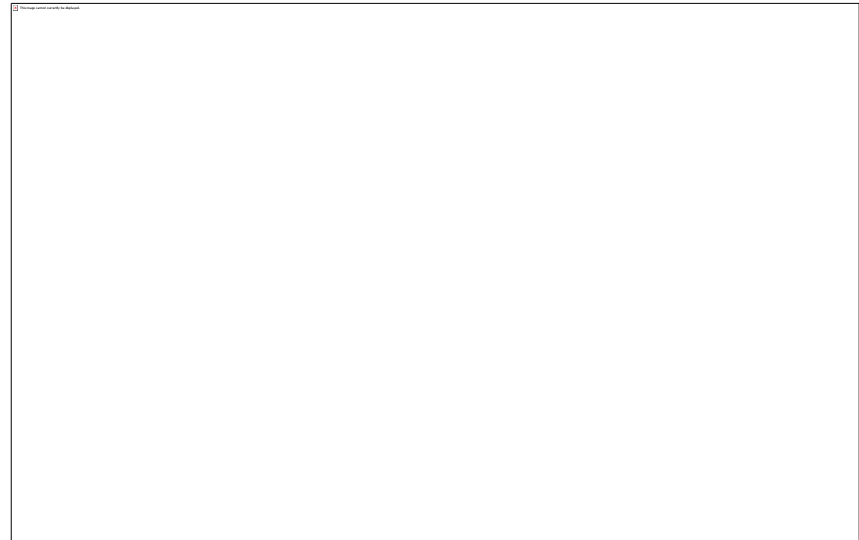
... 2015



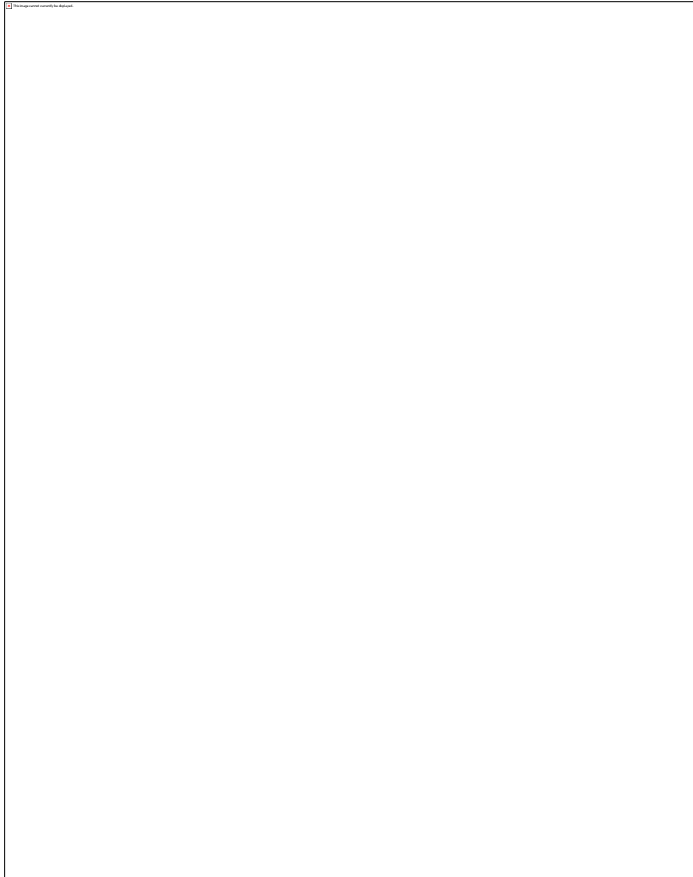
“Every man’s island...every man’s watchman, is his conscience. There is no such thing as a collective conscious.”

Groucho Marx said ...

“Those are my principles and if you don't like them ... well, I have some more.”

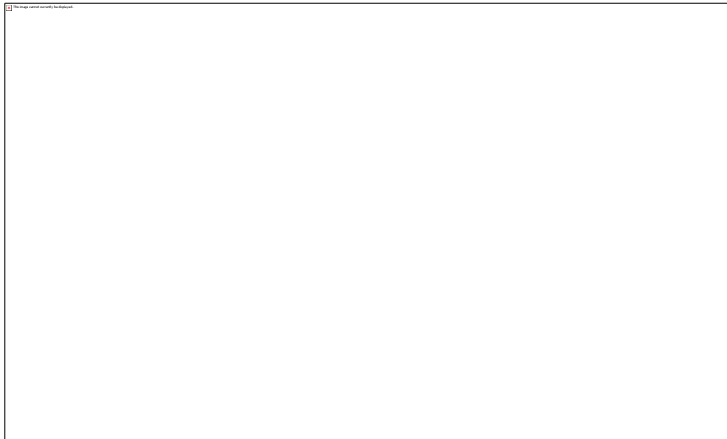


Dwight D Eisenhower said ...



“A people that values its
privileges above its
principles, soon loses
both.”

The Nolan Principles



1. Selflessness
2. Integrity
3. Objectivity
4. Accountability
5. Openness
6. Honesty
7. Leadership

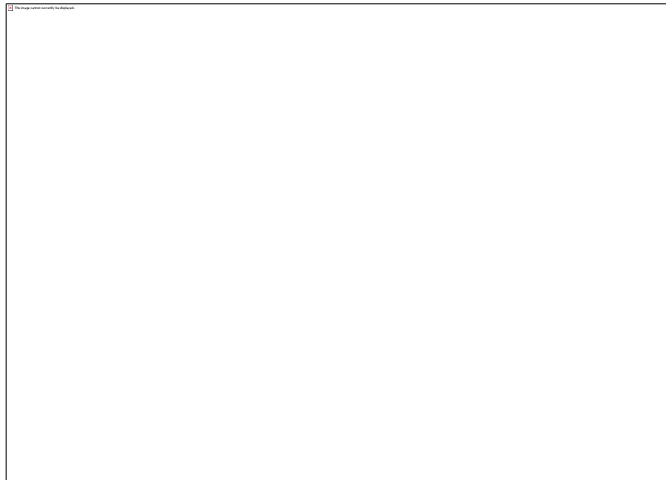
2014/15 – Code of Conduct Statistics

- **231** Code complaints received
 - **35%** - promotion of equality & respect
 - **22%** - disclosure & registration of interests
 - **16%** - integrity
 - **10%** - accountability & openness

2014/15 – Code of Conduct Statistics

- Of the **231** Code complaints received
 - **17** - identified a breach
 - **8** - no action necessary
 - **8** - referred to Standards Committees
 - **1** - referred to Adjudication Panel for Wales

Leadership

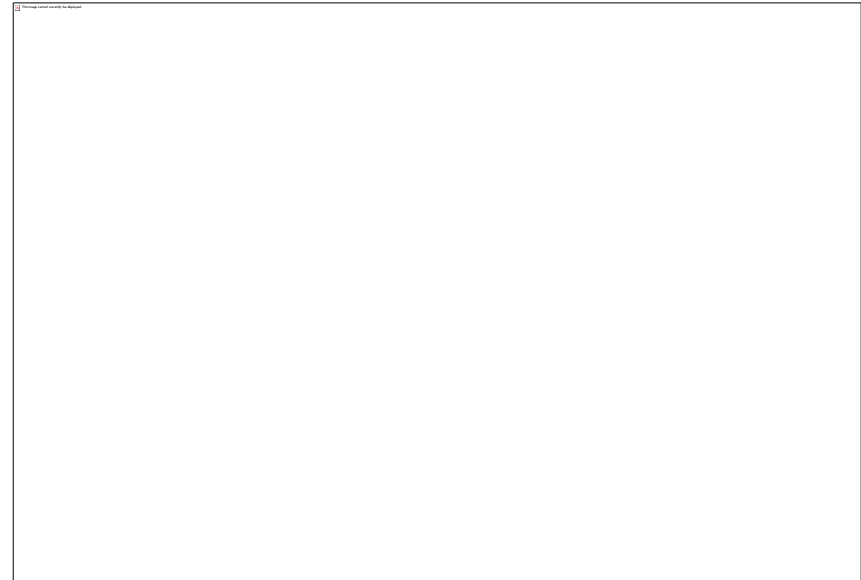


Examples of vexatious Code complaints received by my office

- “Cllr X refused to shake my hand!”
- “Cllr Y cracked a bad joke in poor taste!”
- “Cllr P tutted and huffed whilst shaking his head!”
- “Cllr M referred to the public gathered in the street as a mob”
- “Cllr S was clicking his pen on and off in an aggressive manner!”

Management Guru, Peter Drucker said ...

“Culture eats strategy
for breakfast.”



A new PSOW Act to provide the Ombudsman with:

- Own initiative investigation powers
- The ability to accept complaints orally, or other communication methods, as well as in writing
- The ability to consider complaints about private hospitals in certain circumstances
- A complaints standards role

And Finally ...

Go set a watchman for Wales!

Diolch yn fawr!