

**Y BWRDD GWEITHREDOL  
1AF Ebrill 2019**

**LLYTHYR BLYNYDDOL 2017/18 CYNGOR SIR GAR -  
OMBWDSDMON GWASANAETHAU CYHOEDDUS CYMRU**

**Yr argymhellion / penderfyniadau allweddol sydd eu hangen:**

**Derbyn Llythyr Blynyddol Ombwdsmon Gwasanaethau Cyhoeddus Cymru  
ar gyfer 2017-18**

**Y Rhesymau:**

**Bob blwyddyn, mae Ombwdsmon Gwasanaethau Cyhoeddus Cymru (OGCC) yn rhoi  
llythyr i bob awdurdod lleol mewn ffurf taflen ffeithiau gyda data cysylltiedig. Fe'i  
darperir i gynorthwyo wrth adolygu perfformiad.**

Angen ymgynghori â'r pwyllgor craffu perthnasol: Nac Oes

Angen i'r Bwrdd Gweithredol wneud penderfyniad OES

Angen i'r Cyngor wneud penderfyniad NAC OES

**YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:- Y  
Cynghorydd Emlyn Dole**

Y Gyfarwyddiaeth: Y Prif  
Weithredwr

Enw Pennaeth y Gwasanaeth:  
Linda Rees Jones

Awdur yr Adroddiad:  
Nigel J Evans

Swyddi:

Pennaeth Gweinyddiaeth a'r  
Gyfraith

Rhifau ffôn:

01267 224010

Cyfeiriadau E-bost:

LRJones@sirgar.gov.uk

**EXECUTIVE SUMMARY  
EXECUTIVE BOARD  
1<sup>ST</sup> 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.

<b>DETAILED REPORT ATTACHED?</b>	<b>YES – the PSOW’s Annual Letter 2017/18</b>
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## 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
<b>NONE</b>	<b>YES</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>

**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	<p><a href="http://www.ombudsman.wales/wp-content/uploads/2018/12/Carmarthenshire-ENG-Updated-17-18.pdf">http://www.ombudsman.wales/wp-content/uploads/2018/12/Carmarthenshire-ENG-Updated-17-18.pdf</a></p> <p><a href="http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2019/01/Carmarthenshire-CYM-Updated-17-18.pdf">http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2019/01/Carmarthenshire-CYM-Updated-17-18.pdf</a></p>
The PSOW's Annual Report 2017/18	<p><a href="https://www.google.co.uk/url?sa=t&amp;rct=j&amp;q=&amp;esrc=s&amp;source=web&amp;cd=1&amp;cad=rja&amp;uact=8&amp;ved=2ahUKEwjF1aOUgvgAhWjSBUIHS2MB-wQFjAAegQIAxAC&amp;url=http%3A%2F%2Fwww.ombudsmen.wales%2F&amp;usq=AOvVaw22wrtlwrOHv01_nZ0bgO7O">https://www.google.co.uk/url?sa=t&amp;rct=j&amp;q=&amp;esrc=s&amp;source=web&amp;cd=1&amp;cad=rja&amp;uact=8&amp;ved=2ahUKEwjF1aOUgvgAhWjSBUIHS2MB-wQFjAAegQIAxAC&amp;url=http%3A%2F%2Fwww.ombudsmen.wales%2F&amp;usq=AOvVaw22wrtlwrOHv01_nZ0bgO7O</a></p>	<p><a href="http://www.ombudsman.wales/wp-content/uploads/2018/07/PSOW-Annual-Report-and-Accounts-2017-2018.pdf">http://www.ombudsman.wales/wp-content/uploads/2018/07/PSOW-Annual-Report-and-Accounts-2017-2018.pdf</a></p> <p><a href="http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2018/07/PSOW-Annual-Report-and-Accounts-2017-2018-CYM.pdf">http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2018/07/PSOW-Annual-Report-and-Accounts-2017-2018-CYM.pdf</a></p>