Y PWYLLGOR SAFONAU
13/09/19

ADRODDIAD BLYNYDDOL YR OMBWDSMON
Yr argymhellion / penderfyniadau allweddol sydd eu hangen: Ystyried yr adroddiad
Y rhesymau: Mae cynnwys yr adroddiad hwn yn rhan o faes gorchwyl y Pwyllgor.
Argymhellion / Sylwadau'r Pwyllgor Craffu: Amherthnasol
Angen i'r Bwrdd Gweithredol wneud penderfyniad NAC OES Angen i'r Cyngor wneud penderfyniad NAC OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:- Y Cynghorydd E Dole (Arweinydd)

Y Gyfarwyddiaeth Y Prif Weithredwr		
Enw Pennaeth y Gwasanaeth: Linda Rees-Jones	Swyddi: Pennaeth Gweinyddiaeth a'r Gyfraith	Rhifau ffôn: 01267 224018
Awdur yr Adroddiad: Robert Edgecombe	Rheolwr y Gwasanaethau Cyfreithiol	Cyfeiriadau E-bost: RJEdgeco@sirgar.gov.uk.

EXECUTIVE SUMMARY
STANDARDS COMMITTEE
13/09/19

OMBUDSMANS ANNUAL REPORT

The Public Services Ombudsman for Wales (PSOW) is required to publish an annual report setting out the activities of his office during the previous 12 months. In the context of the Code of Conduct the report sets out the following;

- Overall the number of code complaints received increased by 4% (from 270 to 282) compared to 2017/2018
- Over half (51%) of the complaints received were about failure to promote equality and respect
- 308 code complaints were closed during the year (including those brought forward from the previous year), an increase of 25% on 2017/2018
- Of the cases closed 51(16.5%) were actually investigated. Although this represents a 70% increase over 2017/2018, it means that of the cases closed 83.5% were closed after an initial assessment and without a full investigation.
- Of the 51 cases investigated 8 resulted in a referral to the relevant Standards Committee or the Adjudication Panel for Wales. This represents 15.6% of cases investigated and just 2.5% of cases closed.
- Of the 282 complaints received during the year 67% (190) were in relation to Town & Community Councillors, 32% (91) about county councillors and the remainder (1) about a member of a National Park authority.
- The Ombudsman expressly comments upon the further increase in complaints against Town & Community councillors and is concerned that many of these relate to allegations of failure to promote equality and respect. He notes an increase in complaints by council clerks and other employees.
- Of the 282 complaints received, 7 were considered to be whistleblowing complaints under the Public Interest Disclosure Act 1998.
- Overall since 2011/2012 there has been a 32% reduction in code complaints received

In contrast the Ombudsman closed 2253 maladministration complaints during the same period of which 647 (28%) were subjected to a detailed consideration or investigation. Of the 647 cases investigated 532 (82%) were resolved or upheld.

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-172**	**Legal Services, County Hall**