

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO THE STANDARDS COMMITTEE
23 MARCH 2017

REPORT OF THE MONITORING OFFICER

OMBUDSMAN CASEBOOK

1. Purpose of Report

- 1.1 To provide Members with a summary of cases that have been undertaken by the Ombudsman's Office.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 Standards are an implicit requirement in the successful implementation of the Corporate Themes.

3. Background

- 3.1 The Ombudsman's Casebook is published on a quarterly basis and contains the summaries of all reports issued during the quarter, as well as a selection of summaries relating to quick fixes and voluntary settlements.

4. Current situation / proposal

- 4.1 The Casebook for January 2017 is attached at **Appendix 1** and contains the summaries of those cases closed between October and December 2016.

5. Effect upon Policy Framework & Procedure Rules

- 5.1 None.

6. Equality Impact Assessment

- 6.1 None.

7. Financial Implications

- 7.1 None.

8. Recommendation

- 8.1 The Committee is recommended to note the report.

Contact Officer: Mr P A Jolley
Corporate Director – Operational & Partnership Services and
Monitoring Officer

Telephone: (01656) 643106
E-mail: Andrew. Jolley@bridgend.gov.uk

Postal Address Level 2,
Civic Offices,
Angel Street,
Bridgend
CF31 4WB

Background Documents

None