

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO THE STANDARDS COMMITTEE
8 MARCH 2018
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 2018 is attached at **Appendix 1** and illustrates the cases closed between October and December 2017.

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.

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Background Documents
None