

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO THE STANDARDS COMMITTEE**  
**7 MARCH 2019**

**REPORT OF THE MONITORING OFFICER**

**OMBUDSMAN ANNUAL LETTER**

**1. Purpose of Report**

1.1 To provide Members with a copy of the Ombudsman's Annual Letter for 2017/2018.

**2. Connection to Corporate Improvement Plan / Other Corporate Priority**

2.1 Standards are an implicit requirement in the successful implementation of the Corporate Priorities:

- Supporting a successful economy – taking steps to make the county a good place to do business, for people to live, work, study and visit, and to ensure that our schools are focused on raising the skills, qualifications and ambitions of all people in the county.
- Helping people to be more self-reliant – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
- Smarter use of resources – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities

**3. Background**

3.1 The Ombudsman's Office publishes an Annual Letter detailing, the performance of the Authority against an average for Local Authorities in Wales, and the wider public sector report which contains statistical information about complaints considered in the year.

**4. Current situation / proposal**

4.1 The Annual Letter for 2017 / 2018 reports that the number of complaints received by the Ombudsman concerning Bridgend County Borough Council has decreased during this period by 10% from 44 to 40. There were no public interest reports against Bridgend and only 1 case was taken forward for investigation.

4.2 The letter notes that complaints regarding Children's Social Services halved from 12 to 6 in the past year. However, particular attention is drawn to the fact that complaints regarding Environment and Environmental Health have increased from 3 to 9.

4.3 The letter is attached as **Appendix 1**.

**5. Effect upon Policy Framework& Procedure Rules**

5.1 None.

**6. Equality Impact Assessment**

6.1 There are no equality issues arising from this report.

**7. Wellbeing of Future Generations (Wales) Act 2015 Implications**

7.1 There will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

**8. Financial Implications**

8.1 None.

**9. Recommendation**

9.1 The Committee is recommended to note the report.

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**Background Documents**

None