

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO THE STANDARDS COMMITTEE**  
**12 DECEMBER 2019**  
**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 achievement of the corporate priorities.
- 2.2 This report assists in the achievement of the following corporate priority/priorities:

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 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 April – June 2019 is attached at **Appendix 1**.

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

- 5.1 None.

**6. Equality Impact Assessment**

- 6.1 None.

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

- 7.1 The well-being goals identified in the Act were considered in the preparation of this report. As the report is for noting only, it is considered that 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