

# BRIDGEND COUNTY BOROUGH COUNCIL

## REPORT TO COUNCIL

2 SEPTEMBER 2015

### REPORT OF THE ASSISTANT CHIEF EXECUTIVE LEGAL AND REGULATORY SERVICES AND MONITORING OFFICER

#### PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL LETTER

##### **1. Purpose of Report**

- 1.1 The purpose of the report is to inform Council of the Public Services Ombudsman's Annual Letter in respect of complaints against this Authority for 2014/15.

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

- 2.1 The monitoring of the Corporate Complaints Procedure provides an opportunity for improvement in service delivery and therefore has a link to the Corporate Improvement Objectives and Strategic Themes.

##### **3. Background**

- 3.1 The Public Ombudsman for Wales sends an Annual Letter to all authorities with an annual breakdown of complaints received. The Ombudsman's Annual Letter is attached at **Appendix 1** and contains a comparison with the previous year and areas are identified which have improved or deteriorated during the year.

##### **4. Current situation / proposal**

- 4.1 The Ombudsman's Letter outlines the number of complaints received concerning this Authority and whether there has been an increase or decrease in complaints and breaks the figures down within each department. There has been a decrease in the number of complaints received compared to 2013/14.
- 4.2 Whilst there has been a decrease in the number of complaints relating to Children's Social Services, there has been an increase in complaints relating to Adult Social Services.
- 4.3 The Authority will continue to monitor complaints to ensure that improved responses to the Ombudsman are maintained.

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

- 5.1 None.

##### **6. Equality Impact Assessment**

- 6.1 There are no equality implications arising from this report.

## **7. Financial Implications**

7.1 None.

## **8. Recommendation**

8.1 Council is recommended to note the content of this report and the Ombudsman's Annual Letter attached as Appendix 1.

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## **Background Documents**

None