

**BRIDGEND COUNTY BOROUGH COUNCIL**

**REPORT TO STANDARDS COMMITTEE**

**31 JULY 2014**

**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.

**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 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 Ombudsman's Annual Letter shows a large increase in the number of complaints relating to children's social services and planning. It is the case however that no complaints have been upheld and timely responses have been provided. Informal resolution continues to be successful although again, fewer cases required this than in the previous year.

4.2 In respect of Model Code of Conduct cases there has been a significant increase in complaints although these have ultimately not been formally investigated.

4.2 The letter is attached at **Appendix 1**.

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

5.1 There is no impact on the policy framework and procedure rules.

**6. Equality Impact Assessment**

6.1 There are no equality implications.

**7. Financial Implications**

7.1 There are no financial implications.

## **8. Recommendation**

8.1 Members are requested to note the report.

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### **Background Documents**

None