

**BRIDGEND COUNTY BOROUGH COUNCIL**

**REPORT TO STANDARDS COMMITTEE**

**31 JULY 2014**

**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 from January 2014 to March 2014.

**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 report which contains statistical information about complaints considered in the year. The majority of reports from their office are not published and their content is therefore generally only known to the complainant and the organisations complained. The Ombudsman has been aware that these have a wider interest and now provides a summary of these reports which are available to public service providers in Wales so that opportunities for learning are maximised.

**4. Current situation / proposal**

- 4.1 The Ombudsman's Casebook is now published on a quarterly basis and it contains the summaries of all reports issued during the quarter.
- 4.2 A summary of cases regarding Local Authorities are 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.

**Contact Officer:** P A Jolley  
Assistant Chief Executive Legal and Regulatory Services and  
Monitoring Officer

**Telephone:** (01656) 643106  
**E-mail:** Andrew.Jolley@bridgend.gov.uk

**Postal Address** Level 2,  
Civic Offices,  
Angel Street,  
Bridgend,  
CF31 4WB

**Background Documents**  
None