

<b>Report to</b>	Standards Committee
<b>Date of meeting</b>	8 <sup>th</sup> September 2023
<b>Lead Member / Officer</b>	Gary Williams, Monitoring Officer
<b>Head of Service</b>	Lisa Jones, Interim Head of Service
<b>Report author(s)</b>	Elinor Cartwright, Trainee Solicitor
<b>Title</b>	Public Service Ombudsman for Wales – ‘Our Findings’

## **1. What is the report about?**

1.1 The latest case summaries contained in the ‘Our Findings’ section of the Public Services Ombudsman for Wales (the Ombudsman) website.

## **2. What is the reason for making this report?**

2.1 To inform members of the latest case summaries contained within the ‘Our Findings’ section of the Ombudsman’s website which replaces the previous Code of Conduct Casebook.

## **3. What are the Recommendations?**

3.1. That the Committee notes the content of this report

## **4. Report details**

4.1 Members of the Committee will recall that the Ombudsman has previously published a ‘Code of Conduct Casebook’ (the Casebook) on a quarterly basis which set out a short summary of matters which had been investigated by the Ombudsman and the outcome that had resulted from that investigation.

4.2. The Casebook was regarded as a useful tool in giving elected members, the public, and standards committees an insight into the types of complaints that were being investigated and the results of those investigations.

4.3. The Ombudsman has now ceased to publish the Casebook and has instead created an 'Our Findings' section on her website which can be accessed via the following link: <http://ombudsman.wales/findings/>

4.4. The 'Our Findings' section contains a search facility whereby details of cases considered by the Ombudsman can be searched for by topic, by authority, by outcome, by date, and by case reference number. The section covers all matters investigated by the Ombudsman and not just Conduct matters.

4.5. This report covers the period from 10<sup>th</sup> May – August 3<sup>rd</sup> 2023. The 'Our Findings' section of the Ombudsman's website contains a summary of those cases involving Code of Conduct complaints that have been investigated by the Ombudsman, broken down by subject matter however no cases involving a Code of Conduct complaint have been investigated by the Ombudsman in the above period.

## **5. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want?**

5.1. This report has no direct impact on the corporate plan.

## **6. What will it cost and how will it affect other services?**

6.1. This report has no direct impact on the corporate plan.

## **7. What are the main conclusions of the Well-being Impact Assessment?**

7.1. This report has no direct impact on the corporate plan.

## **8. What consultations have been carried out with Scrutiny and others?**

8.1. This report has no direct impact on the corporate plan.

## **9. Chief Finance Officer Statement**

9.1. This report has no direct impact on the corporate plan.

## **10. What risks are there and is there anything we can do to reduce them?**

10.1. This report has no direct impact on the corporate plan.

## **11. Power to make the decision**

11.1. This report has no direct impact on the corporate plan.