

<u>BLAENAU GWENT COUNTY BOROUGH COUNCIL</u>	
Report to	The Chair and Members of The Audit Committee
Report Subject	The Annual Report of The Public Services Ombudsman for Wales 2016/2017
Report Author	Andrea Jones Head of Legal & Corporate Compliance
Report date	4th October 2017
Directorate	Resources
Executive Portfolio	Financial Management and Strategy
Date of meeting	15th November 2017
Date signed off by Monitoring Officer <i>(please note for decision making reports only, to be submitted by Performance Team)</i>	N/A
Date signed off by Section 151 Officer <i>(as above)</i>	N/A
Date signed off by Chair <i>(for all reports, to be submitted by Performance Team)</i>	N/A
Key words	Ombudsman Annual Report 2016/2017 Ombudsman Complaints

Report Information Summary

1.	Purpose of Report*
1.1	The report is to inform the Committee of the Council's performance with regard to complaints to the Public Services Ombudsman for Wales.
2.	Scope of the Report*
2.1	The report demonstrates the performance of the Council with regard to service complaints, and complaints about Members' Code of Conduct. It compares the Council's performance with that of the average council in Wales.
3.	Contribution to the National Well-Being Goals – Detail attached as Appendix 1
3.1	A resilient Wales. Support citizens to take an active role and empowered role in their communities to provide resilience
4.	Recommendation(s) / Endorsement by other groups, e.g. CMT/Committees/Other groups*
4.1	The report has been approved by Resources Divisional Management Team.
5.	Recommendation/s for Consideration*
5.1	It is recommended that Members of the Audit Committee consider the report.

Why this topic is a priority for the Council?*						
<i>Report author to identify links to the main corporate strategies.</i>						
Single Integrated Plan (SIP)	Corporate Improvement Plan (CIP)	Performance Management Improvement Framework (PMIF)	Operating Model	Transforming Blaenau Gwent (TBG Programme)	Relevant legislation	Other (please state)
		<i>Monitoring Performance</i>	<i>Corporate Complaints Policy</i>		<i>The Public Services Ombudsman (Wales) Act 2005</i>	

Reporting Pathway*							
<i>Report author to identify proposed reporting pathway. (To identify dates where relevant)</i>							
Directorate Management Team (DMT)	Corporate Leadership Team (CLT)	Audit	Democratic Services Committee	Scrutiny	Executive	Council	Other (please state)
√	√	√					

***Denotes mandatory section**

REF: AROFPSOFW16/17.91

*4th October 2017:
Andrea Jones:*