

Date/Dyddiad 20th March, 2015
Ask for/Gofynwch Christopher Hope
Telephone/Rhif ffôn 01446 709855
Fax/Ffacs
Your Ref/Eich Cyf
My Ref/Cyf CH/PJW
e-mail/e-bost CHope@valeofglamorgan.gov.uk

The Vale of Glamorgan Council
Civic Offices, Holton Road, Barry CF63 4RU
Telephone: (01446) 700111
Textphone: (01446) 741219

Cyngor Bro Morgannwg
Swyddfeydd Dinesig, Heol Holton, Y Barri CF63 4RU
Rhif ffôn: (01446) 700111
Ffôn testun: (01446) 741219

www.valeofglamorgan.gov.uk
www.bromorgannwg.gov.uk



Committee Clerk
Finance Committee
National Assembly for Wales
CARDIFF BAY
Cardiff
CF99 1NA

Dear Sir/Madam

Standards Committee Response to Consultation Re Ombudsman's Powers

I refer to the inquiry being undertaken by the National Assembly for Wales' Finance Committee to consider extending the powers of the Public Services' Ombudsman for Wales.

The Vale of Glamorgan Council's Standards Committee has considered the five main areas that have been highlighted for potential legislative change, and the Committee's comments are listed below:

- **Own Initiative Powers**

The Standards Committee supported this proposal.

- **Oral Complaints**

The Standards Committee supported this proposal i.e. that the Ombudsman be permitted to consider oral complaints.

- **Complaints Handled Across Public Services**

The Standards Committee noted that the consultation document did not list the public services that would be encompassed and felt that it was outside of its remit to comment on this area of the consultation document.

- **The Ombudsman's Jurisdiction**

The Standards Committee felt that this topic fell outside of its remit.

- **Links With The Courts**

The Standards Committee felt that this topic fell outside of its remit.

Additionally, (with regard to the Ombudsman's preference to focus on the element of his work that deals with service users and service delivery, rather than local authority and Town and Community Council resolutions) the Standards Committee noted that the Council's Local Dispute Resolution Procedures were intended to deal with low level complaints within the Vale of Glamorgan Council. The system was not in place to deal with complaints involving Members of Town and Community Councils. Should extended powers be granted to Councils , there would be a requirement for the resulting increased workload to be adequately funded. In addition, there would be staffing implications.

Your sincerely



Ms. D. Marles
Monitoring Officer