

Nick Bennett

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

25 July 2019

Scrutiny of Accounts 2017–18

Dear Nick,

Thank you for your letter of 4 July 2019 responding to a number of queries we had regarding your response to the recommendations made to you in our Scrutiny of Accounts 2017–18 Report.

The Committee considered the correspondence at its meeting on 15 July 2019. We welcomed the news that the PSOW's two main committees, namely the Advisory Panel and Audit and Risk Assurance Committee, are now chaired by different people.

We also note the changes made to the PSOW's Annual Report and Accounts 2018–19. Although we have not considered these in detail yet we can see the accounts are now structured to reflect the PSOW's strategic aims and also include some additional information about financial performance.

We also note that you are going to include, in future annual report and accounts, detailed KPIs linked to your corporate plan. We welcome any measures to improve the transparency, particularly in respect of performance reports.

On the matter of special payments we welcome your clarification that all special payments were connected to termination of employment and did represent value for money. However, the Committee would like further detail on how these



payments represented value for money and if there is any further detail on the nature of these payments that can be shared with the Committee.

I look forward to hearing from you.

Yours sincerely,

A handwritten signature in black ink that reads "Nick Ramsay". The signature is written in a cursive style with a long horizontal flourish at the end.

Nick Ramsay AM
Chair

