

Easy Read

# Public Services Ombudsman for Wales

## Our plans for 2023 to 2026



This document was written by the **Public Services Ombudsman for Wales**. It is an easy read version of '**Public Services Ombudsman for Wales Strategic Plan 2023-2026**'.

September 2022

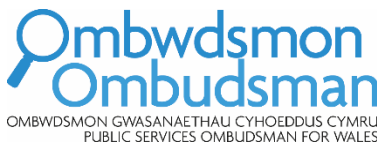
# How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what all the words in blue mean on **page 19**.



Where the document says **we**, this means the **Public Services Ombudsman for Wales**. For more information contact:



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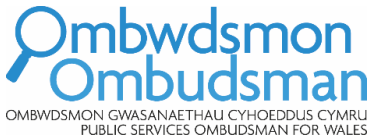
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# About us



We are the **Public Services Ombudsman for Wales**.

We deal with complaints about:



- **Public services**

**Public services** are services paid for by Government. For example: local councils, the NHS, social landlords.



- Local councillors breaking the **code of conduct**. Local councillors are people chosen to run a council.



**Code of conduct** means the rules and standards someone must follow in their job.



We want to keep improving **public services**.



We want **everyone** to be able to make a complaint if they need to.



And we want **everyone** to have a fair outcome to their complaints.



We make our own decisions to look into complaints. And we are not owned by any government organisation.



Our service is for all and free of charge.

# Introduction from Michelle Morris



My name is Michelle Morris. I am the new **Ombudsman**.

**Ombudsman** is the person leading our office. In our office, we have many people who look into complaints.



This document is about our plans for the next 3 years.



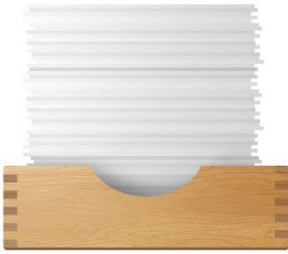
We know a lot of people don't know about our work.



And that certain groups of people don't come to us with their complaints.



We want to change this. So that everyone who needs to can make a complaint.



We have a lot of complaints to deal with.  
And we expect to keep getting more.



Having so much work to do can be hard  
for us sometimes.



I want us to work in new and better ways in  
the future.

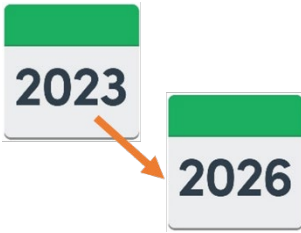


So that we give people a good quality  
service. And keep getting better too.



I believe that together we can make things  
work better.

# What we want to do



We have 4 main aims over the next 3 years.

## Aim 1



We want to be fair and do the right thing when handling complaints. We want to provide effective service to the people and improve **public services**.

### How we plan to do achieve this aim:



We will look at how we work and see where we can improve. Find new ways to help us manage increasing complaints.



We will use technology to help us do a better job.





We will make sure people understand what we can and can't do for them. So they know what to expect.



Continue to develop the quality of our service and meet our standards.

### **How we will check to see if we have made a difference**



We will ask people and our staff how we are doing.



And we will look closely at the way we handle complaints.

### **We will know we have made a difference if:**



People understand what we can and can't do for them. And are happier with our service.



We are dealing with complaints more quickly.



Everyone thinks that our work is making a positive difference.

## Aim 2



We want to make sure everyone knows about us. And can **access** our services easily.

**Access** means being physically able to go somewhere. Or being able to use something easily.

### How we plan to do achieve our aim:



We will improve our website. And make sure it is easy to **access**.



We will make what we say and write easy to understand.



Support people through outreach and engagement programmes for advice and support they need.



We will tell more people about the work we do. Especially **diverse** groups of people who don't normally complain to us.

**Diverse** means we are not all the same. For example, people come from different backgrounds, make different choices or are good at different things.

## **How we will check to see if we have made a difference**



We will ask people, advice and advocacy groups how we are doing.



We will check if more people have heard of us. And if more people are using our website.

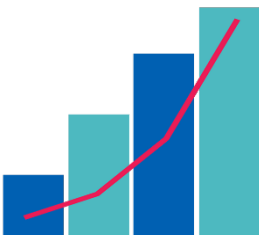


We will check how many **diverse** groups use our services.

**We will know we have made a difference if:**



More people know about us and use our website. Especially **diverse** groups.



More people use our website and our resources and give us good feedback.



More people and organisations want to work with us to improve **public services**.

## Aim 3



We will support **public bodies** to improve their services. We will encourage local councillors to behave well and work to high standards.



**Public bodies** are organisations that run services for the public. They have money from Welsh Government to run.

### How we plan to do achieve our aim:



We will develop training programme to encourage **public bodies** to train staff to handle complaints better. And use the information we collect to improve **public services**.



We will do our own investigation to improve **public services** for people.



We will encourage local councillors to behave well and work to high standards. And find new ways and resources to do so.

### **How we will check to see if we have made a difference**



We will ask people how we are doing.



We will get feedback from public bodies, people and other advocacy groups using our services on how we are doing.

### **We will know we have made a difference if:**



People feel that **public services** are handling complaints better.



**Public bodies** have improved their complaint handling too.



We can see that our work has created real improvements to **public services**.

## Aim 4



We want to do our jobs well. And to be open and honest about everything we do.

### How we plan to do achieve our aim:



We will look at how and where we work and make improvements.



We will use technology to help us do a better job.



We will make sure our staff work well, are happy and feel supported.



We will work to make our computer systems better and safer.



We will look at ways to better protect the **environment**.

The **environment** is where we live. It includes the land, the sea, the air, and everything that lives in and on it. For example, plants, animals and fish.

**How we will check to see if we have made a difference**



We will ask our staff how we are doing.



We will check to see if our staff come from **diverse** backgrounds.



And we will get other people to check if we are doing a good job.



## We will know we have made a difference if:



We are working in a better and more efficient way.



We have a **diverse** group of staff working for us. And they are happy and doing a great job.



We are working in ways that protect the **environment**.

# What we will do next



We will write a more detailed plan every year for the next 3 years.



Each plan will say what we are going to do that year.



Each plan will explain how we will track and measure what we do.



So that it's easy to show people how we are making a difference.

# Hard words

## Access

Access means being physically able to go somewhere. Or being able to use something easily.

## Code of conduct

Code of conduct means the rules and standards someone must follow in their job.

## Diverse

Diverse means we are not all the same. For example, people come from different backgrounds, make different choices or are good at different things.

## Environment

The environment is where we live. It includes the land, the sea, the air, and everything that lives in and on it. For example, plants, animals and fish.

## Ombudsman

Ombudsman is the person leading our office. In our office, we have many people who look into complaints.

## Public bodies

Public bodies are organisations that run services for the public. They have money from Welsh Government to run.

## Public services

Public services are services paid for by Government. For example: local councils, the NHS, social landlords.