

Our yearly report

2019 - 2020

This is an Easy Read version of: Delivering Justice,
The Public Services Ombudsman for Wales Annual
Report and Accounts 2019/20



**easy
read**

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Introduction



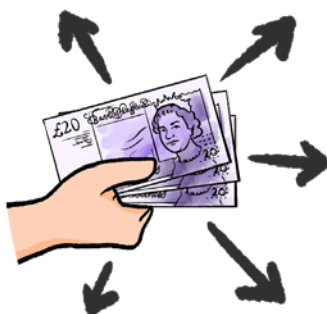
This document is from the **Public Services Ombudsman for Wales (PSOW)**.



The current Ombudsman is Nick Bennett



This document explains the work that we have done in the year 2019 to 2020.



It also explains how we spent our money.



The **Public Services Ombudsman for Wales (PSOW)** is an independent organisation.

About us



We have 3 main roles:

- dealing with complaints about **public services**
- dealing with complaints about local councillors
- helping to improve public services.



We have 73 staff.



Our main office is in Pencoed, South Wales.

We also have a small office in North Wales.



A **public service** is a service provided by an organisation that is part of the Government.

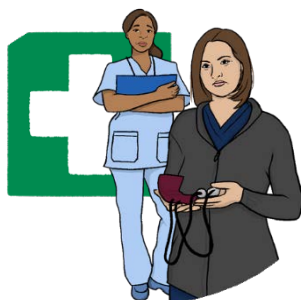
Dealing with complaints

2000



Complaints about public services

This year we dealt with over 2,000 complaints about public services.



About 8 out of every 20 complaints were about health services.



About 3 out of every 20 complaints were about housing.



About 2 out of every 20 complaints were about how services deal with complaints.



About 2 out of every 20 complaints were about social services.



Just over 1 out of every 20 complaints were about plans for new buildings.



Complaints about councillors

This year we dealt with over 200 complaints about councillors.



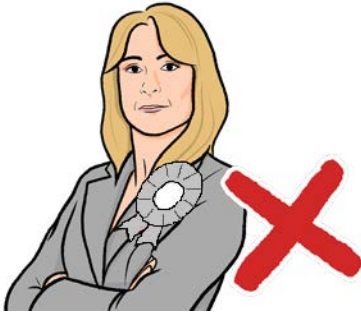
Half were complaints about not treating people fairly and with respect.



About 40 were when the councillor had not said that their own business might be involved in the council's decisions.



Over 20 were when the councillor had not given all the right information.



Over 20 were when the councillor had not done the right thing.



About 16 were where the councillor had not done the lawful thing.



7 were where the councillor had been more interested in their own interests than the council.

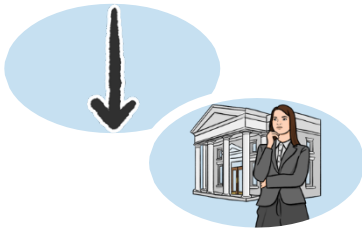


5 were where the councillor had not looked at the issue the right way.

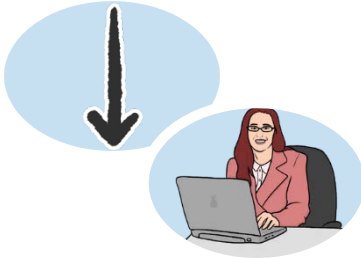


Compared to last year

This year, we had a few more complaints about public services than last year.



We had fewer complaints about local councillors.



We had fewer complaints about Health Boards.

What we thought about the complaints about public services



We agreed with about 1 in every 5 of the complaints we received about public services.



We made over 1,000 recommendations to public services about how they could improve the way they do things.



In some cases we suggested that the public services gives the person some money to pay for what happened.

Improving public services



Starting our own investigations

This year we could start looking into issues without having received a complaint from anyone.



We talked to many different people about how we should do this.

We decided to start by looking at services for people who are homeless.



Helping public services deal with complaints better

We found that local councils in Wales have different ways to deal with complaints.



Writing reports

We write reports about certain public services to suggest ways they could improve.



Sometimes, we publicise some reports because our decisions could affect many people across Wales. This year we publicised:

- 2 reports about health services



- 1 report about how council's plan new buildings

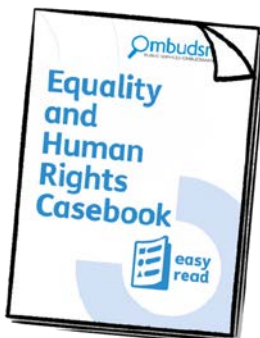


- 1 report about how students can borrow money.



We also wrote reports about:

- public services losing people's records



- how services need to be fair to everyone.

What people think about our services



We always want to improve our services.

Sometimes people want us to look again at what we decided about their complaint about a public service.



This year we looked into over 200 cases again.

In about 40 cases we agreed we could do more.



More than half of people are happy with the way we deal with them.



Sometimes people also complain about our service. This year we looked at over 30 complaints about us. We agreed with about 1 in 5 complaints.



People were much happier with the way we dealt with them if we also agreed with their complaint.

Being fair to everyone



We try to make sure our services are accessible and fair for everyone.

About half of people in Wales know about us.



Nearly everyone says it is easy to contact us.



Being fair to our staff

Most of our staff think that we are fair in the way we choose and support them.



We want to learn better how to support disabled people who work for us.



We are getting better at being fair to women at work.



Being fair to people who can't write very well

You can make a complaint about a public service by speaking to us. You don't have to be able to write.



Last year a small number of people did this.

We want to help more people to know they can do this.

Looking after our staff



Just about all our staff are proud to work for us.



Nearly all our staff spent at least 28 hours learning how to work better.



On average, our staff are off sick for about 3 out of every 100 days.



This year we started to do more to help our staff's **wellbeing**.



Wellbeing is about feeling happy and healthy in your body and mind.

Looking after the money we get to do our work

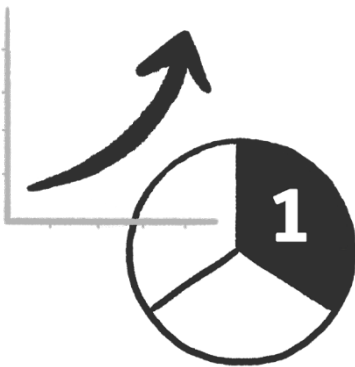


This year we had about £5 million to spend on all our work.



=£650

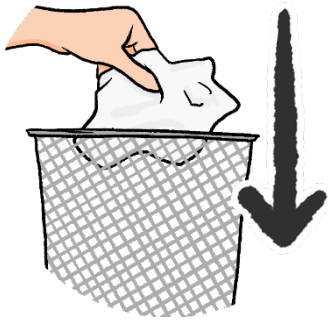
We spent about £650 on each case.



Over the last 7 years our work has increased by about a third.



Over the last 7 years the amount we spend on each case has reduced.

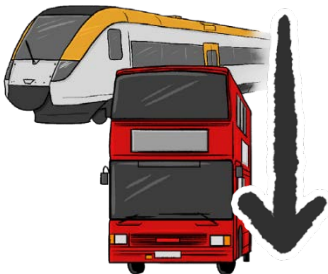


This year we also:

- reduced the amount of rubbish we put in the bin



- reduced how much electricity we use



- helped many staff to work from home, and reduced the amount that they have to travel to work.

For more information



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