

Financial Statements

for the year ended
31 March 2013

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ANNUAL ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2013

Report of the Ombudsman

History and Statutory Background

These are the seventh annual accounts of the Public Services Ombudsman for Wales and my fifth set of annual accounts since taking up my post as Ombudsman. The office came into formal existence on 1 April 2006 following the implementation of the Public Services Ombudsman (Wales) Act 2005. I was appointed as the second Public Services Ombudsman for a fixed period of seven years from 21 April 2008. In accordance with paragraph 18 of Schedule 1 to the Public Services Ombudsman (Wales) Act 2005 I have personal responsibility for the overall organisation, management and staffing of the office and for its procedures in relation to financial and other matters.

As a result of the amendments to the Act arising from the Government of Wales Act 2006, the Ombudsman's salary and related employment costs are a direct charge on the Welsh Consolidated Fund. In addition the costs of running the office have to be submitted to the Finance Committee of the National Assembly for Wales for consideration no later than the 1 November each year. By 22 November, the Finance Committee must consider and lay before the National Assembly the estimate, with any modifications, which that Committee, having consulted and taken into account any representations made by me, considers appropriate. This process is similar to that which applies to the Auditor General and the Wales Audit Office and is designed to secure the independence of my role.

The Estimates Report for 2012-13 was laid before the National Assembly for Wales on 29 November 2011 and the Estimates Report for 2013-14 laid before the National Assembly for Wales on 29 November 2012.

Strategic Aims

The purpose of the Public Services Ombudsman for Wales is to independently and impartially investigate complaints made by members of the public about the way they have been treated by a public body. I expect public bodies to treat people fairly, considerately, and efficiently. If I uphold a complaint I will recommend appropriate redress. I also investigate complaints that local authority members have broken their Code of Conduct.

The vision for the office is:

To put things right for users of public services and to drive improvement in those services and in standards in public life using the learning from the complaints we consider.

Our strategic aims are:

Aim 1: To offer a service where excellent customer care is at the forefront of all we do, where we work to raise awareness of our service and do our best to make it is accessible to all and easy to use.

Aim 2: To deliver a high quality complaints handling service, which considers and determines complaints thoroughly but proportionately, and conveys decisions clearly.

Aim 3: To use the knowledge gained from our investigations to contribute to improved public service delivery and to inform public policy.

Aim 4: To continue to analyse and improve the efficiency and effectiveness of our governance, business processes and support functions, to further

demonstrate transparency and ensure the best use of the public money entrusted to us.

Main Activities

The principal activities of PSOW covered by these accounts were:

- (a) considering complaints from members of the public about local authorities (including town and community councils) in Wales;
- (b) considering complaints from members of the public about NHS bodies, family health service practitioners and independent providers of NHS Services in Wales;
- (c) considering complaints about the Welsh Government and Welsh Government sponsored public bodies;
- (d) considering complaints against registered social landlords; and
- (e) considering complaints that members of local authorities (including town and community councils) had broken their authority's code of conduct.
- (f) assisting members of the public who contact the office to direct their complaints to the appropriate public service provider or second-tier complaint handler where a public service provider within the PSOW's jurisdiction has not yet had an opportunity to put things right or where the matter complained about does not fall within the PSOW's jurisdiction.

Management Commentary

Under the Government of Wales Act 2006 the office is financed through the Welsh Consolidated Fund. Any unspent cash balances have to be repaid into that Fund no later than four weeks after a certified copy of the accounts have been laid before the National Assembly for Wales Commission. This creates a further control in that there is a need to effectively manage the budget on both a cash

and a resource basis. My own salary and the related costs are a direct charge on the Welsh Consolidated Fund and are administered through the National Assembly for Wales. Employment costs of £2.6 million remain the largest item of expenditure. The cost of obtaining professional advice (particularly specialist advice on health cases) was £336k representing an increase of £55k from 2011-12 which reflects the increase in the number of health cases being investigated in the year.

The deficit on the Local Government Pension Fund reduced from £690k to £640k reflecting gains on pension assets.

The National Assembly for Wales provided resources of £3.9 million for the funding of the office although £2k of this is due to be returned to the Welsh Consolidated Fund being unused cash balances at the year end. The sum of £2k is within the accepted year-end balance criteria of 3% funding. The office has achieved a level of spending reduction during the year in line with the overall level of reduced funding reflecting reductions within the Welsh block which is especially noteworthy considering the upward demand for the services of the office.

In reporting the results for 2012-13 my theme is 'Putting Things Right, Driving Improvement', which mirrors the theme of my new three year strategic plan, which we began implementing at the start of the year. This reflects what I see as the two key purposes of my office: to put things right for users of public services when I find things have gone wrong, and then to drive improvement in the delivery of those public services using the learning from the complaints I consider.

The plan builds on the previous three years, which had seen significant changes in the way we operate and innovations introduced. This included the introduction of the Complaints Advice Team, the frontline service of the office, which

subsequently also became responsible for providing the Complaints Wales signposting service, and our new, innovative websites which supported these services. We also streamlined our investigation processes. This was particularly necessary in the climate of the financial constraints faced by the office, in line with all of the public sector, during this period whilst having to deal with an ever increasing caseload. Furthermore, in taking stock of the past year against the three years of the previous Strategic Plan, it is worth commenting on that increase. Over this period, there has been a 100% increase in all contacts with the office from 2,487 in 2009/10 to 4,987 this past year. Significantly too, complaints to my office about health bodies have increased by 257% since it first came into existence at 1 April 2006.

We have over the past three years made great strides in improving efficiency in the way we consider complaints. In particular, I am pleased that although there has been a significant increase in the enquiries and complaints that we receive, we have still managed to exceed the majority of our performance targets, and our results compare favourably with other public service ombudsmen in the UK. Having upgraded our complaints handling system with a view to getting new technology to take some of the strain of the administrative tasks associated with complaint handling, we continued during the year to refine our processes and manage our performance to enable us to take on an ever-increasing workload within resources which are reducing in real terms. The achievements of the past year are set out in greater detail in the statutory Annual Report for 2012-13. Further information is available on www.ombudsman-wales.org.uk.

Under the Equality Act 2010 and the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, I am required to produce an equality annual report. I have decided that it is most appropriate to do so within my Annual Report, and this can be found at Section 8 of my Annual Report for 2012-13. In addition the office has made arrangements to comply with the requirements of the Bribery Act which were effective from 1 July 2011.

Although an advisory Audit Committee was already in place, and had proved a valuable source of advice and assurance, I decided that in order to enhance openness and transparency, the office would benefit from the creation of an Advisory Panel with a wider remit. Following an open recruitment process, I have been fortunate in being able to form a Panel of five diverse and high calibre members. Four successful Panel meetings have been held to date. The Audit and Risk Committee is now a sub-committee of the Advisory Panel. These new arrangements provide me as Ombudsman and Accounting Officer with additional reassurance and advice and assist in operating an effective and efficient service for users of public services in Wales. They have been developed to take account of best practice in other public sector ombudsmen schemes and other corporations sole.

Finally, thanks must go to my staff. With the growth in caseload and increase in other activities of the office I am grateful to them for their continued dedication and professionalism in the work delivered over the past year. In addition, it would be remiss of me if I did not give particular thanks to Mr Malcolm MacDonald, my Financial Adviser, as he retires. Mr MacDonald has been at the office of the Public Services Ombudsman for Wales since its inception. He has truly been a valuable member of staff and I wish him well for the future.

Remuneration

Details of the pay and related costs of the Ombudsman and of the office are shown in the Remuneration Report.

Pension Liabilities

The pension obligations to present and past employees are discharged through:

- (a) the Principal Civil Service Pension Scheme (PCSPS);

- (b) the Local Government Pension Scheme administered through the Cardiff and Vale of Glamorgan Pension Scheme (the Fund); and
- (c) the pensions paid directly to former Commissioners or their dependents.

Fuller details are given in Note 3 to the Financial Statements.

Employment Policy

PSOW recruits on the principle of selection on merit through fair and open competition and is committed to equality of opportunity for all staff. The PSOW complies with the provisions of the Equality Act 2010 as well as meeting all other statutory requirements.

Sickness

During the year an average of 6.8 days per employee were lost (compared with 4.6 days in 2011-12). This is the equivalent of 2.6% (1.8% in 2011-12) of total possible workdays. As the office is small details of the types of sickness are not disclosed, as it would be possible to identify individuals from the information reported.

Payment of Suppliers

PSOW is committed to compliance with the Late Payment of Commercial Debt Regulations 2002. The payment policy is to pay invoices in accordance with agreed contractual conditions or, where no such conditions exist, within 30 days of receipt of goods and services or the presentation of a valid invoice, whichever is the later. During 2012-13, 99.0% of invoices were paid in accordance with this policy (compared with 98.4% in 2011-12). The average period of payment of invoices was 7 working days compared with 8 days in 2011-12.

Sustainability

PSOW is committed to good environmental practices. Examples of how it pursues good environmental stewardship are set out below.

- (a) **Energy usage.** As one of a number of tenants within a small modern office block it is not possible to have full control over heating and lighting. However there are highly efficient heat exchangers that are thermostatically controlled and time managed.
- (b) **Vehicle usage.** The office does not operate any vehicles but it does require the use of hired vehicles for longer journeys in order to ensure greatest efficiency.
- (c) **Public Transport.** Wherever appropriate the use of public transport is encouraged.
- (d) **Paper management.** Staff are encouraged to assess whether a paper copy is necessary and to use double sided printing whenever possible. The use of an office intranet enables information to be accessed without the need for paper distribution systems.
- (e) **Waste Disposal.** Procedures are in operation for the recycling of glass, metal cans, plastic bottles, batteries and paper. Paper is disposed of through confidential waste recycling facilities due to the obligation to maintain confidentiality in the enabling legislation.

Corporate Governance

In the office of Public Services Ombudsman for Wales I act as a Corporation Sole. In addition I have been appointed by the Treasury as the Accounting Officer for the public funds with which the National Assembly entrusts me to undertake my functions. Further details are set out in The Annual Governance Statement.

Accounts Direction

Under the Accounts Direction issued by the Treasury dated 21 December 2006, I was required to prepare accounts for the financial year ended 31 March 2013 in compliance with the accounting principles and disclosure requirements of the edition of the Government Financial Reporting Manual (the FReM) issued by HM Treasury which was in force for 2012-13.

The accounts have been prepared so as to:

- (a) give a true and fair view of the state of affairs at 31 March 2013 and of the net resource outturn, resources applied to objectives, recognised gains and losses and cash flows for the financial year then ended; and
- (b) provide disclosure of any material expenditure or income that has not been applied to the purposes intended by the National Assembly for Wales or material transactions that have not conformed to the authorities that govern them.

Auditors

The Auditor General for Wales is the External Auditor of the accounts of the Public Services Ombudsman for Wales (PSOW) as laid down in paragraph 7 of Schedule 1 to the Public Services Ombudsman (Wales) Act 2005. Following consultation with this office, Wales Audit Office appointed Grant Thornton UK LLP to carry out the work on their behalf although the Auditor General retains overall responsibility. The cost of the audit for 2012-13 was £19k compared with £19k in 2011-12.

So far as I am aware I have taken all the steps I ought to have taken to make the auditors aware of any relevant audit information and to establish that the auditors are aware of that information.

I have a separate service level agreement with the Wales Audit Office (WAO) for the provision of advice relating to human resources. In 2012-13 WAO were paid less than £1k under that agreement (£1k was paid in 2011-12).

The Future

With the exponential increase in enquiries and complaints to my office I will give close attention to any continuation in this trend and my ability to deliver the level of service that people should rightly be able to expect from my office. This will particularly be the case in view of the extra complaints I expect to receive as a result of the proposed changes to the social services complaints system (where all independent review of social services complaints will be incorporated into my office) and extension to my jurisdiction as set out in the Social Services and Well-being (Wales) Bill.

Peter Tyndall

Accounting Officer

17 July 2013

Statement of Accounting Officer's Responsibilities

Under the Public Services Ombudsman (Wales) Act 2005 as Public Services Ombudsman for Wales, I am required to prepare for each financial year resource accounts detailing the resources acquired, held or disposed of during the year and the use of resources by the office during the year in the form and on the basis set out in the Accounts Direction. The accounts are prepared on an accruals basis and must give a true and fair view of the state of affairs of the Public Services Ombudsman for Wales and its net resource outturn, resources applied to objectives, changes in tax payer's equity and cash flows for the financial year.

In preparing the accounts as the Accounting Officer I am required to comply with the requirements of the *Government Financial Reporting Manual* and in particular to:

- observe the Accounts Direction issued by HM Treasury including the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis;
- make judgements and estimates on a reasonable basis;
- state whether applicable accounting standards as set out in the *Government Financial Reporting Manual* have been followed, and disclose and explain any material departures in the financial statements; and
- prepare the financial statements on a going concern basis;

My relevant responsibilities as Accounting Officer include responsibility for the propriety and regularity of the public finances for the Public Services Ombudsman for Wales, keeping proper records and safeguarding the office's assets as set out in the Accounting Officer's memorandum issued by HM Treasury that is published in "Managing Public Money", and are in accordance with the Public Services Ombudsman (Wales) Act 2005.

Remuneration Report

Public Services Ombudsman for Wales

The Government of Wales Act 2006 provides for my remuneration, the associated national insurance costs and those of my pension to be met from the Welsh Consolidated Fund. As Public Services Ombudsman for Wales, I am remunerated at the equivalent of Group 5 of the Judicial Salary Scale. These costs are included under Other Administration Costs as Consolidated Fund Standing Services in Note 4. The Director's remuneration has been set at 70% of my pay with effect from 1 November 2008.

Remuneration

* The table below sets out the pay details for the members of the Senior Management Team during the year 2012-13:

Name	Date of Appointment and contractual terms	2012-13 Salary	2012-13 Benefits in Kind	2011-12 Salary	2011-12 Benefits in Kind
		£000	£	£000	£
Peter Tyndall	21/04/2008. Fixed term to 20 April 2015	135-140	Nil	135-140	Nil
Elizabeth Thomas	01/01/2004 Permanent Contract	95-100	Nil	95-100	Nil

	2012-13 Non-Consolidated Performance Pay	2011-12 Non-Consolidated Performance Pay
	£000	£000
Highest paid Director's Total remuneration (£'000)	£135-£140	£135-£140
Median Total Remuneration	£38961	£38961
Ratio	3.6	3.6

Salary

Salary includes gross salary; overtime and any other allowances to the extent that it is subject to UK taxation.

Benefits in kind

The monetary value of benefits in kind covers any expenditure incurred and treated by HM Revenue and Customs as a taxable emolument. There was no such expenditure.

Bonuses

No bonus was paid during the year to me or to any staff within my office as no bonus scheme is in operation.

Advisory and Audit and Risk Committees

The following non pensionable payments, based on a daily rate, were made to members of the Advisory and Audit and Risk Committees:

	2012-13	2011-12
Ceri Stradling	£3,035	0
John Williams	£1,488	0
Margaret Griffiths	£622	£1,375
William Richardson	£311	0
Laurie Pavelin (contract ended)	£850	£1,700

Pay awards

The salary of the Director is linked to the Ombudsman's pay which in turn is based on judicial pay scales. There was no increase during the year. The

remainder of the office’s pay is linked to the pay awards made to employees within Local Government in England and Wales. In line with that procedure no increases in pay were awarded in 2012-13.

Staff Consultation

A staff consultation process involving the recognised trade unions is in place.

Pensions

* Pension entitlements for the persons shown above are detailed below:

Name	Accrued pension at age 60 at 31 March 2013	Real increase in annual pension	CETV at 31 March 2013	CETV at 31 March 2012	Real Increase in CETV
	£000	£000	£000	£000	£000
Peter Tyndall	75	3	1,058	941	37
Elizabeth Thomas	53	3	1,027	917	56

The actuarial factors used to calculate CETVs were changed in 2012-13. The CETVs at 31 March 2012 and 31 March 2013 have both been calculated using the new factors, for consistency. The CETV at 31 March 2012 therefore differ from the corresponding figure in last year’s report that was calculated using the previous factors.

The pension figures shown in the table above represent full entitlements. Supporting information is provided in the Notes below.

Civil Service Pensions

These pension benefits are provided through the Civil Service pension arrangements. Further information is set out in Note 3 to the accounts.

Cash Equivalent Transfer Values

A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies. The figures include the value of any pension benefit in another scheme or arrangement which the individual has transferred to the Civil Service pension arrangements. They also include any additional pension benefit accrued to the member as a result of their purchasing additional years of pension service in the scheme at their own cost. CETVs are worked out in accordance with the Occupational Pension Scheme (Transfer Values) (Amendment) Regulations 2008 framework prescribed by the Institute and Faculty of Actuaries and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are taken.

Real Increase in CETV

This reflects the increase in accrued pension funded by the employer. It does not include the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

* Items subject to audit examination

Peter Tyndall
Accounting Officer

17 July 2013

Annual Governance Statement

Status of the Public Services Ombudsman for Wales

As laid down in Schedule 1 paragraph 2 of the Public Services Ombudsman (Wales) Act 2005, the Ombudsman is a Corporation Sole holding office under Her Majesty and discharges his function on behalf of the Crown. Schedule 1 paragraph 18 states that the Ombudsman is the accounting officer for the office of the Ombudsman.

Scope of Responsibility

In undertaking the role of accounting officer I ensure that the office operates effectively and to a high standard of probity. In addition, I have responsibility for maintaining a sound system of internal control that supports the achievement of the Public Services Ombudsman for Wales's policies, aims and objectives whilst safeguarding the public funds and assets for which I am personally responsible, in accordance with the responsibilities assigned to me in "Managing Public Money".

I am independent of the National Assembly for Wales but am accountable to its Public Accounts Committee for the use of resources made available to support my statutory functions. In determining the level of resources available to the organisation my budget proposals are considered by the Finance Committee of the National Assembly for Wales in accordance with the process laid down in the Public Services Ombudsman (Wales) Act 2005.

I am required to include this statement with my annual report and accounts to explain how the governance of my organisation works and to ensure it meets the requirements of the Corporate Governance Code. To enable me to satisfy these requirements I have established appropriate structures, systems and procedures that are comprehensive and provide me with evidence that the governance arrangements are working as intended across the whole organisation and its activities. Such arrangements include my Governance Framework, a comprehensive internal control environment, effective internal and external audit scope and robust financial management, risk planning and monitoring procedures.

Strategic Planning and Performance Monitoring

My planning cycle involves the development of a Strategic Plan every three years and an operational/business plan annually. A new three year Strategic Plan was introduced to take the office forward to the year 2014-15. This Plan was developed with the involvement of all my staff through seminars and workshops. The Business Plan for 2012-13 was developed to flow from this.

Whilst individual teams within the office are charged with implementing the actions identified, the Management Team and the Advisory Panel monitor progress made against targets and the outcomes achieved via quarterly reports. I was very pleased that all key activities for 2012-13 had been delivered by the end of the financial year. My planning has taken account of the increased workload facing the office as a result of the implementation of the NHS Redress Measure, the Complaints Wales service, and also the continued general upward trend in the number of complaints I receive. I have also taken account of the need to prepare for the impact of the current Social Services (Wales) Bill, should the proposals to extend the jurisdiction of the Public Services Ombudsman for Wales be enacted.

System of Internal Control

The system of internal control is designed to manage risk to a reasonable level rather than eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of my policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system of internal control has been in place in the Public Services Ombudsman for Wales for the year ended 31 March 2013 and up to the date of approval of these accounts, and accords with Treasury guidance. No significant areas of internal control weaknesses have been identified from audit work and steps to improve controls further are implemented promptly and monitored by my Audit and Risk Committee.

Corporate Governance arrangements

During the year, changes to strengthen the openness and transparency of the governance arrangements were implemented with the establishment of an Advisory Panel of external advisors supplemented by an Audit and Risk Committee which is a sub-committee of the Panel. The respective responsibilities are:

Advisory Panel

(a) Role of the Panel

The Advisory Panel is a non-statutory forum whose main role is to provide support and advice to the Ombudsman in providing leadership and good governance of the office of the Public Services Ombudsman for Wales. The Advisory Panel also brings an external perspective to assist in the development of policy and practice.

The Advisory Panel provides specific advice and support to the Ombudsman on:

- vision, values and purposes;
- strategic direction and planning;
- accountability to citizens for the public funds it receives;
- internal control and risk management arrangements.

The Advisory Panel is an advisory only body to the Ombudsman, and does not make decisions in its own right.

The Panel also assists the Ombudsman in establishing:

- governance arrangements, including Terms of Reference of any sub-committees;
- the PSOW's strategic direction, aims and objectives and targets;
- key business policies;
- key employment strategies and policies

and scrutinising and assuring:

- the Three Year Strategic Plan and the Annual Business Plan;
- high level budget allocation;
- the budget estimates submission to the Finance Committee of the National Assembly for Wales;
- resource accounts (delegated to the Audit & Risk Committee);
- capital investment/contracts (over £250k) (delegated to the Audit & Risk Committee).

It also monitors and reviews:

- risk and internal control (delegated to the Audit & Risk Committee);
- operational performance and delivery;
- financial performance;
- effectiveness of employment strategies and policies;
- diversity and equal opportunities, particularly in relation to the Equality Act 2010;
- external communications strategies and stakeholder relations;
- health and safety and business continuity.

The inaugural meeting was held on 11 July 2012 and they subsequently met in September and December 2012 and March 2013.

(b) Membership

Membership comprises:

- the Ombudsman (Chair due to constitutional accountability considerations)
- up to five external members (who offer specific skills and experience sought by the Ombudsman and one of whom may be from another ombudsman office).

The Policy & Communications Manager acts as Secretary to the Panel; other Management Team members as decided by the Ombudsman may be in attendance at the Panel's meetings but are not formally members of the PSOW Advisory Panel.

The current Advisory Panel members are:

Ceri Stradling
Bill Richardson
Margaret Griffiths
Jan Williams
John Williams.

Audit and Risk Committee

(a) Terms of Reference

Following a review of the governance arrangements in December 2011 an Advisory Panel was established. The Panel is responsible for agreeing the Terms of Reference of the Audit and Risk Committee. The most significant changes were an increase in the membership of the committee and the name change from the Audit Committee to Audit and Risk Committee. This latter change highlights an increased major emphasis of the Committee's role in managing all risks not just the financial management of the office.

(b) Membership

During the year all the Audit and Risk Committee meetings have been chaired by Ceri Stradling BA FCA following his appointment in May 2012. He has provided considerable support with his wide experience of private and public sector accounting and audit experience. The independence of the Committee is further enhanced by the continuing membership of Professor Margaret Griffiths who as the former Head of the Glamorgan University Law School has wide legal expertise as it impacts on Wales and since September 2012 by the appointment of Bill Richardson who was the former deputy chief executive of the Parliamentary and Health Service Ombudsman and brings considerable experience of public sector

complaints procedures and processes as well as financial and governance matters in the context of a Corporation Sole. I remain on the Committee in my capacity as the Accounting Officer

(c) Training

Members of the Committee are invited to assess their training needs annually. An induction programme was provided for all members of the Advisory Panel at its inception prior to the Panel's first meeting. During the year Ceri Stradling attended a CIPFA training course entitled "Effective Audit Committee" that he found useful by highlighting current and proposed developments.

(d) Meetings

There were four meetings of the Committee during the year. At each meeting the Committee received a number of standing agenda items. One of these covers Risk Management and included details of new risks and any changes to the existing Risk Register. When the annual Internal Audit Plan is considered the full risk register is made available to the Committee to ensure that the plan being proposed reflects the priorities within the register. At other meetings as a minimum the committee is presented with high and medium risks as a method of ensuring that the exposure is kept before the committee. The key risks monitored during the year were the office's reputation and in the current economic climate a potential lack of adequate resources. The overall level of risk facing the organisation has remained low and generally static.

Other standing reports that have to be submitted to the Committee have to state if any fraud or losses including data losses have been identified. No notifications were received during the 2012-13 financial year.

During the year the Committee received reports on any appropriate matters that fell within its terms of reference. This included pension arrangements; the possible obligations on sustainability reporting; updates on the business continuity plan; and relevant financial and corporate governance matters issued by H.M. Treasury.

From September 2012 the Committee has received, for information purposes, a copy of the latest Budget Monitoring report that has been considered by the Management Team. This is intended to provide the Committee with an assurance that there is a regular scrutiny of the financial position within the office.

With the first annual Governance Statement being incorporated into the Financial Statements for 2011-12, the Committee has provided advice to the Ombudsman to ensure that the 2012-13 Statement includes appropriate information and complies with best practise.

(e) Internal and External Audit

The Committee received regular reports from both the internal and external auditors. The work of Deloitte as Internal Auditors during the year was planned on the basis of their overall needs assessment and carried out through their second annual programme. Their reports highlighted the satisfactory internal control framework within the organisation and made recommendations for improvement where necessary. In addition, their Finance Systems Internal Annual Report for 2012-13 stated the following overall assessments:

Banking and Cash Management	FULL assurance
Purchasing and Payments	SUBSTANTIAL assurance
Civil Service Pension Arrangements	SUBSTANTIAL assurance

The role of external audit, as required by the Public Services Ombudsman (Wales) Act 2005, has to be undertaken by Wales Audit Office. That work, with the agreement of the Ombudsman, was carried out during the year by Grant Thornton UK LLP acting on behalf of the Wales Audit Office. The Committee considered the Annual Accounts that included the Governance Statement of the office for 2011-12 together with the External Audit ISA260 Report.

Both Internal and External Auditors have the right, if considered appropriate, to raise any matter through an open access policy to the Chair and through that right to bring any matter to the attention of the Committee. The Committee by reviewing the programmes of both the External and the Internal Auditors ensured that they were co-operating effectively with each other.

To ensure that appropriate matters can be raised in confidence the Chair of the Committee holds an annual meeting with representatives of the External and Internal Auditors. The March 2013 meeting confirmed that there were no matters arising that had not already been considered by the ARC and that relationship with officers and their response to matters arising was good. The Auditors also confirmed that there had been no restrictions to the scope of their work and that external audit were content that internal audit had met the Public Sector Internal Audit Standards.

(f) Monitoring processes

The Committee is notified at each meeting on progress made on implementation of External and Internal Audit recommendations. In addition the Committee is advised at each meeting of any outstanding issues.

Members of the Committee were provided with a copy of the Annual Report for 2012-13.

(g) Annual Review and Assessment

This annual review is undertaken to ensure that the work of the Audit and Risk Committee continues to comply with the Good Practices Principles set out in the HM Treasury Committee Handbook. To assist the Committee in determining that it was complying with good practice each member was invited to complete the National Audit Office's "The Audit Committee self assessment checklist". The comments received have been taken into account in preparing this Annual Report and the following were identified as areas for development during 2013-14:

- Introduce a formal annual performance assessment for Audit and Risk Committee members
- Review conditions of appointment of Members to ensure that they fully comply with best practice, particularly regarding termination
- In relation to training and development, review induction following recent appointments and enhance, if necessary, to give a better understanding of the business of the organisation
- Responsibilities in relation to the PSOW's whistle-blowing procedure, and the Staff Code of Conduct as far as it relates to financial and governance issues.

The Committee produced an Annual Report for 2012-13.

The report concluded that it had received comprehensive assurances and information that were reliable and sufficient to enable it to carry out its responsibilities. Those assurances demonstrated satisfactory overall internal control environment, financial reporting, the management of risk and of the quality of both the Internal and External Audit work undertaken.

The Committee was therefore able to provide assurances to effectively support me as the Public Services Ombudsman for Wales to comply with my Accounting Officer responsibilities in particular in providing evidence to assist in the preparation of this Annual Governance Statement

Reporting of Personal Data Related Incidents

The Cabinet Office has issued guidance on reporting on any loss, unauthorised disclosure and any insecure disposal of protected personal data. The obligation is to report on the following:

- details of any personal data related incidents formerly reported to the Information Commissioner's Office over the financial year;
- recorded protected personal data related incidents not formally reported to the Information Commissioner's Office in the financial year; and

- any protected personal data related incidents in previous financial years.

I am able to report that I am not aware of any incidents that required reporting for 2012-13. The information security policy for the organisation can be made available on request either by letter or by email to ask@ombudsman-wales.org.uk.

The Risk and Control Framework

As required by "Managing Public Money" I have been supported by the Financial Adviser who as a qualified accountant carries out the responsibilities of the professional finance director as set out in that document. The former post holder has retired but I have been successful in recruiting a replacement who is a qualified accountant and has a background in central government finance.

I am continuing to enhance the robust internal control arrangements to ensure that the office has the capacity to identify, assess and manage risk effectively. In undertaking this responsibility during the year ended 31 March 2013 I have been supported by a director to whom I have delegated some of my responsibilities. In addition the Management Team that I chair has the responsibility for overseeing risk management. I am satisfied that the systems in place identify potential risks at an early stage and enable, through active management, the appropriate action to be taken to minimise any adverse impact on the office. As already stated the Audit and Risk Committee receive regular reports on the Risk Register of the office.

Budgeting Process

As Accounting Officer, I ensure that I have in place arrangements for tight control of the public money entrusted to me. In particular, the Management Team receives a monthly budget monitoring report setting out details of actual against budgeted expenditure. Any unexpected expenditure issues that may arise during the course of the year are considered and actions required to ensure that the office remains within its budgeted expenditure are agreed. No major issues arose in respect of my budget for 2012-13. As far as the process of producing my financial estimate for 2013-14 is concerned, a paper setting out initial budget criteria was considered by the Advisory Panel on 11 July 2012. Following on from this a draft budget estimate paper was considered at the meeting on 19 September 2012. That paper set out in full the financial resources that I had identified as being necessary to enable me to carry out my duties. I then submitted my final financial estimates paper to the Finance Committee of the National Assembly of Wales. The Finance Committee considered my paper on 3 October 2012 and I was pleased to be able to attend the meeting in order to answer Assembly Members' specific questions on my submission. The National Assembly for Wales subsequently approved my financial estimate for 2013-14.

Conclusion

I am able to report that there were no significant weaknesses in the office's system of internal controls in 2012-13 that affected the achievement of the office's policies, aims and objectives and that robust Corporate Governance is in operation with no breaches to the CG Code.

Peter Tyndall
Accounting Officer

17 July 2013

Certificate and Report of the Auditor General for Wales

I certify that I have audited the financial statements of the Public Services Ombudsman for Wales for the year ended 31 March 2013 under paragraph 17 (2) of schedule 1 to the Public Services Ombudsman (Wales) Act (2005). These comprise the Summary of Resource Outturn, Statement of Comprehensive Net Expenditure, Statement of Financial Position, Statement of Cash Flows, the Statement of Changes in Taxpayers' Equity and related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having been audited.

Respective responsibilities of the Accounting Officer and auditor

As explained more fully in the Statement of Accounting Officer's Responsibilities, the Accounting Officer is responsible for preparing the Annual Report, which includes the Remuneration Report and the financial statements, in accordance with the Public Services Ombudsman (Wales) Act (2005) and HM Treasury directions made there under and for ensuring the regularity of financial transactions.

My responsibility is to audit the financial statements and the part of the remuneration report to be audited in accordance with applicable law and with International Standards on Auditing (UK and Ireland). These standards require me to comply with the Auditing Practice Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the Public Services Ombudsman for Wales' circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Public Services Ombudsman for Wales; and the overall presentation of the financial statements.

In addition, I am required to obtain evidence sufficient to give reasonable assurance that the expenditure and income have been applied to the purposes intended by the National Assembly for Wales and the financial transactions conform to the authorities which govern them.

In addition I read all the financial and non-financial information in the Report of the Ombudsman and unaudited part of the Remuneration Report to identify material inconsistencies with the audited financial statements. If I become aware of any apparent material misstatements or inconsistencies I consider the implications for my report.

Opinion on Financial Statements

In my opinion the financial statements:

- give a true and fair view of the state of the Public Services Ombudsman for Wales' affairs as at 31 March 2013 and of its Net cash requirement, Net resource outturn and Net operating cost, for the year then ended; and
- have been properly prepared in accordance with HM Treasury directions issued under the Public Services Ombudsman (Wales) Act (2005).

Opinion on Regularity

In my opinion, in all material respects, the expenditure and income have been applied to the purposes intended by the National Assembly for Wales and the financial transactions conform to the authorities which govern them.

Opinion on other matters

In my opinion:

- the part of the Remuneration Report to be audited has been properly prepared in accordance with HM Treasury's directions made under Public Services Ombudsman (Wales) Act (2005).
- the information which comprises the Report of the Ombudsman and unaudited part of the Remuneration Report, included within the statement of accounts is consistent with the financial statements.

Matters on which I report by exception

I have nothing to report in respect of the following matters which I report to you if, in my opinion:

- the Annual Governance Statement does not reflect compliance with HM Treasury guidance;
- proper accounting records have not been kept;
- information specified by HM Treasury regarding the remuneration and other transactions is not disclosed; or
- I have not received all of the information and explanations I require for my audit.

Report

I have no observations to make on these financial statements.

Huw Vaughan Thomas
Auditor General for Wales
24 Cathedral Road
Cardiff
CF11 9LJ

8 August 2013

**Public Services Ombudsman for Wales
Financial Statements 2012-13**

Summary of Resource Outturn

For the year ended 31 March 2013

	Revised Estimate			Outturn			Net total outturn compared to estimate saving/ (excess)	2011-12
	Gross Expenditure	Income	Net Total	Gross Expenditure	Income	Net Total		Net Total
	£000	£000	£000	£000	£000	£000		£000
Administration Costs	3,929	(6)	3,923	4,150	0	4,150		3,737
Less Welsh Consolidated Fund shared services				189		189		188
Total Resources	3,844	(6)	3,838	3,961	0	3,961	(123)	3,549
Net Cash Requirement Note 2	3,962		3,962			3,961	1	3,640

Non operating income and receipts not classified as operating income

	Revised Estimate			Outturn			Net total outturn compared to estimate saving/ (excess)	2011-12
	Gross Expenditure	Income	Net Total	Gross Expenditure	Income	Net Total		Net Total
	£000	£000	£000	£000	£000	£000		£000
Sale of Fixed Assets	-	-	-	-	-	-	-	-

The notes on pages 37 to 62 form part of these statements

**Public Services Ombudsman for Wales
Financial Statements 2012-13**

Statement of Comprehensive Net Expenditure

for the year ended 31 March 2013

	Note	2012-13	2011-12
		£000	£000
Administration costs			
Staff costs	3	2,568	2,367
Other non staff administration costs	4	1,582	1,370
Gross Administration Costs		4,150	3,737
Operating Income	5	-	-
Net Administration Costs		4,150	3,737
NET OPERATING COST and NET RESOURCE OUTTURN		4,150	3,737

All activities commenced in the period are continuing.

The notes on pages 37 to 62 form part of these statements

**Public Services Ombudsman for Wales
Financial Statements 2012-13**

Statement of Financial Position

as at 31 March 2013

	Note	2012-13		2011-12	
		£000	£000	£000	£000
Non current assets					
Property, Plant and Equipment	7	127		194	
Intangible assets	8	182		225	
Receivables falling due after more than one year	9	-		6	
Total non current assets			309		425
Current Assets					
Trade and other receivables	9	146		197	
Cash and cash equivalents	10	2		91	
Total current assets			148		288
Total assets			457		713
Current liabilities					
Trade and other payables	11	(117)		(198)	
Provisions	12	(80)		(78)	
Total current liabilities			(197)		(276)
Total assets less current liabilities			260		437
Trade and other payables due after one year	11	(25)		(25)	
Provisions	12	(460)		(437)	
			(485)		(462)
			(225)		(25)
Pension Fund (Deficit)/Surplus	3		(640)		(690)
Total assets less liabilities			(865)		(715)
Taxpayers' Equity: General Fund			(865)		(715)

The notes on pages 37 to 62 form part of these statements

**Peter Tyndall
Accounting Officer**

17 July 2013

**Public Services Ombudsman for Wales
Financial Statements 2012-13**

Statement of Cash Flows

for the year ended 31 March 2013

	Note	2012-13	2011-12
		£000	£000
Net cash outflow from operating activities	13	(4,035)	(3,536)
Net cash flow from investing activities	14	(14)	(13)
Financing from National Assembly for Wales	15	3,962	3,731
Net increase (decrease) in cash equivalents before adjustments for payments to Welsh Consolidated Fund		(87)	182
Payments of amounts due to the Welsh Consolidated Fund		(2)	(91)
Net increase (decrease) in cash equivalents after adjustments for payments to Welsh Consolidated Fund		(89)	91
Cash and cash equivalents at the beginning of period		91	-
Cash and cash equivalents at the end of period		2	91

The notes on pages 37 to 62 form part of these statements

**Public Services Ombudsman for Wales
Financial Statements 2012-13**

Statement of Changes in Taxpayers' Equity
for the year ended 31 March 2013

	General Fund	General Fund
	2012 -13	2011 -12
	£000	£000
Balance at 1 April 2012	(715)	(316)
Changes in Taxpayers' equity		
Net operating costs	(4,150)	(3,737)
Funding by National Assembly for Wales	3,962	3,731
Due back to Welsh Consolidation Fund		
- Cash	(2)	(91)
- Non operating income	-	-
Welsh Consolidation Fund shared services	189	188
Actuarial (deficit) surplus	(150)	(490)
Total recognised income and expense for year	(151)	(399)
Balance at 31 March 2013	(866)	(715)

The Notes on pages 37 to 62 form part of these statements

Public Services Ombudsman for Wales Financial Statements 2012-13

Notes to the Financial Statements

1. Statement of Accounting Policies

These financial statements have been prepared in accordance with the Government Financial Reporting Manual (the FReM) issued by HM Treasury which is in force for 2012-13. The accounting policies contained in the FReM, apply International Financial Reporting Standards (IFRS) as adopted or interpreted for the public sector. Where the FReM permits a choice of accounting policy, the accounting policy which has been judged to be most appropriate to the particular circumstances of the Public Services Ombudsman for Wales for the purpose of giving a true and fair view has been selected. The particular accounting policies adopted by the Public Services Ombudsman for Wales (PSOW) are described below. They have been applied consistently in dealing with items considered material in relation to the accounts.

1.1 Accounting Convention

These accounts have been prepared under the historical cost convention modified to account for any revaluation of fixed assets, where material to their value to the business, by reference to their current costs.

1.2 Property, Plant and Equipment

Expenditure on property, plant and equipment is capitalised where the purchases are expected to have a useful life extending over more than one year and the cost exceeds £1k. Assets costing less than £1k may be capitalised providing they are capital in nature and are part of a larger scheme that is in total more than £1k. Assets are shown at cost less an allowance for depreciation. On initial recognition fixed assets are measured at cost, including such costs as installation, which are directly attributable

to bringing them into working condition for their intended use. In reviewing the costs of the fixed assets previously acquired and the prices paid for the new acquisitions during the year there is no material difference between the historic net book value of the assets and their replacement cost less depreciation.

1.3 **Depreciation**

Assets are depreciated at rates calculated to write them down to zero or if applicable, estimated residual value on a straight-line basis over their estimated useful life following an initial charge of a full year's depreciation in the year of purchase. Assets in the course of construction are depreciated from the year in which the asset is brought into use. Except where otherwise noted asset lives are assumed to be the following:

Plant	10 years or the lease term if shorter
Furniture and other fittings	10 years or in the case of fittings the lease term if shorter
Computers and other equipment	3 to 10 years

1.4 **Intangible assets**

Purchased computer software licences and developed software are capitalised where expenditure of £1k or more is incurred and the useful life is more than one year. Intangible assets costing less than £1k may be capitalised providing they are capital in nature and are part of a larger scheme that is in total more than £1k. Intangible assets are reviewed annually for impairment and are stated at amortised historic cost. Software licences are amortised over the shorter of the term of the licence and the useful economic life of the computer equipment on which they are installed. This would usually be from 3 to 5 years. Developed software is amortised over the estimated useful life. In the year of acquisition a full

year's amortisation charge is made with the balance amortised on a straight line basis over the balance of the estimated life.

1.5 Value Added Tax

PSOW is not registered for VAT. Expenditure is therefore disclosed gross of VAT.

1.6 Pensions

The pension obligations to present and past employees are covered by the provisions of the Principal Civil Service Pension Scheme (PCSPS), which is largely non-contributory and is unfunded, the Local Government Pension Scheme administered through the Cardiff and Vale of Glamorgan Pension Scheme (the Fund) and by direct payment to two previous Commissioners for Local Administration in Wales and one surviving beneficiary. Full details are disclosed in the Notes to the Financial Statements. The costs of providing these pensions are charged through the Statement of Comprehensive Net Expenditure with actuarial gains and losses relating to the Cardiff and Vale of Glamorgan Pension Scheme being recognised in the year in which they occur.

1.7 Early departure costs

Where the PSOW is required to meet the additional cost of benefits beyond the normal benefits payable by the appropriate pension scheme in respect of employees who retire early, these costs are charged to the Statement of Comprehensive Net Expenditure in full when the liability arises.

1.8 Operating Leases

Expenditure on leased property is expensed in the period to which it relates. Operating lease charges for equipment are spread equally over the life of the lease.

1.9 **Staff Costs**

In line with IAS 19, short-term employee benefits, such as wages, salaries and social security contributions, paid annual leave and paid sick leave, as well as non-monetary benefits for current employees, are recognised when an employee has rendered services in exchange for those benefits.

1.10 **Operating Income**

Bank interest is accounted for in the year of receipt. Other income is credited to the year of account in which the work is done.

1.11 **Non-operating Income**

Non operating income which has to be surrendered to the Welsh Consolidated Fund arises from the sale of fixed assets.

1.12 **Government Grants**

Government grants are accounted for in the year of receipt.

1.13 **Foreign Exchange**

Transactions denominated in foreign currencies are translated into sterling at the rates ruling at the dates of the transactions.

1.14 **Financial Instruments**

A financial instrument is any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument of another entity. The PSOW does not hold any complex financial instruments under the description provided by IAS 32. The key financial instruments held are payables and receivables. These are considered to be loans and receivables in line with IAS 39. They are therefore disclosed in the accounts at amortised cost.

1.15 **Provisions**

These are sums which are of uncertain timing or amount at the balance sheet date on the basis of the best estimate of the expenditure required to settle the obligations. Where the effect of the time value of money is significant, the estimated risk-adjusted cash flows are discounted using the recommended HM Treasury discount rate.

1.16 **Segmental Reporting**

It is not considered that there are any separately reportable operating segments in line with IFRS 8; PSOW has however elected to additionally disclose the expenditure associated with the four key objectives of the office. The methods of cost allocation used are designed to give the most accurate reflection of the costs of running the office of the PSOW. The basis of apportionment is an estimate of the time spent on the objectives of the office by staff except for expenditure that can be directly charged. This information is not reported internally.

2. Reconciliation of Resources to Net Cash Requirements

	Note	2012-13 Revised estimate	2012-13 Net total Outturn	Net total outturn compared to revised estimate saving/(excess)	2011-12 Outturn Revised
		£000	£000	£000	£000
Net Resource Outturn Statement of Comprehensive Net Expenditure			4,150		3,737
Less Welsh Consolidated Fund shared services	4		(189)		(188)
Net Resource Requirement		3,838	3,961	-123	3,549
Net Capital Requirement	7/8	14	14	-	13
Movement in provisions	12	-20	-25	5	(8)
Capital charges	4	-126	-125	-1	(122)
Movements in debtors/creditors	13	25	-64	89	(2)
Pension funding	3	231	200	31	210
Net cash requirement Summary of Resource Outturn		3,962	3,961	1	3,640

3. Staff Costs and Numbers

The aggregate employment costs were as follows:

	2012-13	2011-12
	£000	£000
Permanent staff:		
Salaries	1,883	1,850
Social Security Costs	149	136
Pension costs	373	370
Pension fund movements	134	(2)
Total	2,539	2,354
Temporary staff	25	11
Social Security costs	1	1
Pension costs	3	1
Total	29	13
Total employment costs	2,568	2,367

The costs of temporary staff include agency staff together with any persons employed on a non permanent contract. The salary costs set out above do not show the employment and related costs of the ombudsman. The reason for the difference is stated in the Remuneration Report (see page 14).

The average number of whole-time equivalent persons employed (including senior management) during the year was as follows:

	2012-13	2011-12
	No.	No.
Senior management	2	2
Complaint investigation	42	42
Executive / Corporate services staff	9	9
Total	53	53

The above includes the Public Services Ombudsman for Wales.

For comparison purposes the total costs of employment including the Ombudsman is:

	2012-13	2011-12
	£000	£000
Ombudsman	189	188
Office	2,565	2,367
Total	2,754	2,555

Pensions

Two pension schemes are operated on behalf of current staff. On the valuation of one of those schemes, the Local Government Pension Scheme, the actuary has calculated that the deficit as at 31 March 2013 is £640k. This reflects the pressures with the economy by lower returns on assets and lower interest rate returns.

There remains an ongoing liability to meet the pensions of three former Ombudsman or any dependent relatives.

(a) Principal Civil Service Pension Scheme

Civil Service Pensions

Pension benefits are provided through the Civil Service pension arrangements. From 30 July 2007, members of the pension scheme may be in one of four defined benefit schemes; either a final salary scheme (**classic**, **premium** or **classic plus**); or a whole career scheme (**nuvos**). These statutory arrangements are unfunded with the cost of benefits met by monies voted by Parliament each year. Pensions payable under **classic**, **premium**, **classic plus** and **nuvos** are increased annually in line with Pensions Increase legislation. Members joining from October 2002 may opt for either the appropriate defined benefit arrangement or a 'money purchase' stakeholder pension with an employer contribution (**partnership** pension account).

Employee contributions are set at the rate of 1.5% of pensionable earnings for **classic** and 3.5% for **premium**, **classic plus** and **nuvos**. Increases to

employee contributions will apply from 1 April 2012. Benefits in **classic** accrue at the rate of 1/80th of final pensionable earnings for each year of service. In addition, a lump sum equivalent to three years initial pension is payable on retirement. For **premium**, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike **classic**, there is no automatic lump sum. **Classic plus** is essentially a hybrid with benefits for service before 1 October 2002 calculated broadly as per **classic** and benefits for service from October 2002 worked out as in **premium**. In **nuvos** a member builds up a pension based on his pensionable earnings during their period of scheme membership. At the end of the scheme year (31 March) the member's earned pension account is credited with 2.3% of their pensionable earnings in that scheme year and the accrued pension is uprated in line with Pensions Increase legislation. In all cases members may opt to give up (commute) pension for a lump sum up to the limits set by the Finance Act 2004.

The **partnership** pension account is a stakeholder pension arrangement. The employer makes a basic contribution of between 3% and 12.5% (depending on the age of the member) into a stakeholder pension product chosen by the employee from a panel of three providers. The employee does not have to contribute, but where they do make contributions, the employer will match these up to a limit of 3% of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.8% of pensionable salary to cover the cost of centrally-provided risk benefit cover (death in service and ill health retirement).

The accrued pension quoted is the pension the member is entitled to receive when they reach pension age, or immediately on ceasing to be an active member of the scheme if they are already at or over pension age. Pension age is 60 for members of **classic**, **premium** and **classic plus** and 65 for members of **nuvos**. The Principal Civil Service Pension Scheme (PCSPS) is an unfunded multi-employer defined benefit scheme but PSOW is unable to identify its share of the

underlying assets and liabilities. The scheme Actuary valued the scheme as at 31 March 2007. As from 1 April 2012 a new Scheme Actuary has been appointed. Details can be found in the resource accounts of the Cabinet Office: Civil Superannuation (www.civilservice-pensions.gov.uk).

For 2012-13, employers' contributions of £338k were payable to the PCSPS (2011-12 £321k) at one of four rates in the range 16.7% to 24.3% of pensionable pay, based on salary bands. The scheme's Actuary reviews employer contributions usually every four years following a full scheme valuation. The contribution rates are set to meet the cost of the benefits accruing during 2012-13 to be paid when the member retires and not the benefits paid during this period to existing pensioners.

Employees can opt to open a partnership pension account, a stakeholder pension with an employer contribution. Employers' contributions of £7K (2011-12 £6k) were paid to one or more of the panel of three appointed stakeholder pension providers. Employer contributions are age-related and range from 3% to 12.5% of pensionable pay. Employers also match employee contributions up to 3% of pensionable pay. In addition, employer contributions of £638 (2011-12 £449), 0.8% of pensionable pay, were payable to PCSPS to cover the cost of the future provision of lump sum benefits on death in service and ill health retirement of these employees.

No contributions were due or prepaid to the partnership pension providers at the balance sheet date.

(b) Local Government Pension Scheme

The disclosures below relate to the funded liabilities of the Cardiff and Vale of Glamorgan Pension Fund (the "Fund") which is part of the Local Government Pension Scheme (the "LGPS"). The funded nature of the LGPS requires Public Services Ombudsman for Wales and its employees who are members of the scheme pay contributions into the Fund, calculated at a level intended to balance the pension's liabilities with investments assets.

Public Services Ombudsman for Wales recognises gains and losses in full, immediately through the Statement of Comprehensive Net Expenditure. In accordance with International Financial Reporting Standards, disclosure of certain information concerning assets, liabilities, income and expenditure relating to pension schemes is required.

PSOW estimates that £280k of contributions are expected to be paid to the Fund during the next financial year.

Disclosure under IAS19 (LGPS funded benefits)

The latest actuarial valuation of Public Services Ombudsman for Wales's liabilities took place as at 31 March 2010. Liabilities have been estimated by the independent qualified actuary on an actuarial basis using the projected unit credit method. The principal assumptions used by the independent qualified actuaries, Aon Hewitt, in updating the latest valuation for Fund for IAS19 purposes were:

Principal financial assumptions (% per annum)

	31 March 2013	31 March 2012	31 March 2011
Discount rate	4.2	4.7	5.5
RPI Inflation	3.6	3.4	3.6
CPI Inflation	2.7	2.4	2.7
Rate of increase to pension in payment*	2.7	2.4	2.7
Rate of increase to deferred pensions*	2.7	2.4	2.7
Rate of general increase in salaries**	4.6	4.4	4.6

* In excess of Guaranteed Minimum Pension increases in payment where appropriate

** In addition, the actuary has allowed for the same age related promotional salary scales as used at the actuarial valuation of the Funds as at 31 March 2010.

Mortality assumptions

The mortality assumptions are based on the recent actual mortality experience of members within the Fund and allow for expected future mortality improvements

Post retirement mortality (retirement in normal health)	31 March 2013	31 March 2012
<u>Males</u> Year of Birth base table	Standard SAPS Normal Health Light Amounts (S1NMA_L)	Standard SAPS Normal Health Light Amounts (S1NMA_L)
Rating to above base table * (years)	0	0
Scaling to above base table rates	100%	100%
Improvements to base table rates	CMI_2009 with a long term rate of improvement of 1.25% pa	CMI_2009 with a long term rate of improvement of 1.25% pa
Future lifetime from age 65 (aged 65 at accounting date)	24.0	23.9
Future lifetime from age 65 (aged 45 at accounting date)	25.7	25.6
<u>Females</u> Year of Birth base table	Standard SAPS Normal Health All Amounts (S1NFA_L)	Standard SAPS Normal Health All Amounts (S1NFA_L)
Rating to above base table * (years)	0	0
Scaling to above base table rates	80%	80%
Improvements to base table rates	CMI_2009 with a long term rate of improvement of 1.25% pa	CMI_2009 with a long term rate of improvement of 1.25% pa
Future lifetime from age 65 (aged 65 at accounting date)	26.8	26.7
Future lifetime from age 65 (aged 45 at accounting date)	28.8	28.7

* A rating of x years means that members of the Fund are assumed to follow the mortality pattern of the base table for an individual x years older than them. The ratings shown apply to normal health retirements.

	31 March 2013	31 March 2012
Commutation	Each member assumed to exchange 50% of the maximum amount permitted of their pre 1 April 2010 pension entitlements, for additional lump sum.	Each member assumed to exchange 50% of the maximum amount permitted of their pre 1 April 2010 pension entitlements, for additional lump sum.
	Each member assumed to exchange 75% of the maximum amount permitted of their post 31 March 2010 pension entitlements, for additional lump sum.	Each member assumed to exchange 75% of the maximum amount permitted of their post 31 March 2010 pension entitlements, for additional lump sum.

Expected return on assets

The approximate split of assets for the Fund as a whole (based on data supplied by the Fund Administering Authority) is shown in the table below. Also shown are the assumed rates of return adopted by the employer for the purposes of IAS 19.

	Long-term expected rate of return at 31 March 2013	Estimated Asset split at 31 March 2013	Long-term expected rate of return at 31 March 2012*	Estimated Asset split at 31 March 2012	Long-term expected rate of return at 31 March 2011*	Asset split at 31 March 2011
	% pa	%	% pa	%	% pa	%
Equities	7.8	76.0	8.1	72.1	8.4	74.7
Property	7.3	5.6	7.6	6.3	7.9	4.2
Government bonds	2.8	7.5	3.1	7.7	4.4	4.9
Corporate bonds	3.8	9.1	3.7	8.8	5.1	11.2
Cash	0.9	1.2	1.8	1.3	1.5	1.1
Other**	7.8	0.6	8.1	3.8	8.4	3.9
Total	6.9	100.0	7.2	100.0	7.7	100.0

The long term expected rate of return at 31 March 2013 is not strictly required because the Profit and Loss account in future periods, under the new IAS standard, includes a single financing item rather than separate interest cost and expected return on asset items. The expected return on assets component of the financing item is effectively calculated using the discount rate assumption.

** The overall expected rate of return on Fund asset is a weighted average of the individual expected rates of return on each asset class, and is shown in the bottom row of the above table.*

*** Other holdings include hedge funds, currency holdings, asset allocation futures and other. AON Hewitt has assumed these will get a return in line with equities.*

Narrative description of the basis used to determine expected return

AON Hewitt, on behalf of the Public Services Ombudsman for Wales, employs a building block approach in determining the rate of return on Fund assets. Historical markets are studied and assets with higher volatility are assumed to generate higher returns consistent with widely accepted capital market principles. The assumed rate of return on each asset class is set out within this note. The overall expected rate of return on assets is then derived by aggregating the expected return for each asset class over the actual asset allocation for the Fund at 31 March 2013.

Reconciliation of funded status to Statement of Financial Position

	Value as at 31 March 2013	Value as at 31 March 2012	Value as at 31 March 2011
	£M	£M	£M
Fair value of assets	4.79	4.09	3.97
Present value of funded defined benefit obligation	5.43	4.78	4.31
Pension asset/(liability) before consideration of paragraph 58	(0.64)	(0.69)	(0.34)
Adjustment in respect of paragraph 58	0.00	0.00	(0.07)
Pension asset/(Liability) recognised on the balance sheet	(0.64)	(0.69)	(0.41)

Charges to the Surplus or Deficit on the Provision of Services

	Year ended 31 March 2013	Year ended 31 March 2012
	£M	£M
Current service cost	0.04	0.03
Past service cost	0.00	0.00
Interest cost	0.22	0.23
Expected return on assets	(0.30)	(0.30)
Curtailment cost	0.00	0.00
Settlement cost	0.00	0.00
Expense recognised	(0.04)	(0.04)

Changes to the present value of defined benefit obligation during the accounting period

	Year ended 31 March 2013	Year ended 31 March 2012
	£M	£M
Opening defined benefit obligation	4.78	4.31
Current service cost	0.04	0.03
Interest cost	0.22	0.23
Contributions by participants	0.01	0.01
Actuarial (gains)/losses on liabilities *	0.54	0.35
Net benefits paid out #	(0.16)	(0.15)
Past service cost	0.00	0.00
Business combinations	0.00	0.00
Curtailments	0.00	0.00
Settlements	0.00	0.00
Closing defined benefit obligation	5.43	4.78

* Includes changes to the actuarial assumptions.

Consists of net cash-flow out the Fund in respect of the employer, excluding contributions and any death in service lump sums paid, and including an approximate allowance for the expected cost of death in service lump sums.

Changes to the fair value of assets during the accounting period

	Year ended 31 March 2013	Year ended 31 March 2012
	£M	£M
Opening fair value of assets	4.09	3.97
Expected return on assets	0.30	0.30
Actuarial gains/(losses) on assets	0.28	(0.21)
Contributions by the employer	0.27	0.17
Contributions by the participants	0.01	0.01
Net benefits paid out #	(0.16)	(0.15)
Business combinations	0.00	0.00
Settlements	0.00	0.00
Closing fair value of assets	4.79	4.09

Consists of net cash-flow out of the Fund in respect of the employer, excluding contributions and any death in service lump sums paid, and including an approximate allowance for the expected cost of death in service lump sums.

Actual return on assets

	Year ended 31 March 2013	Year ended 31 March 2012
	£M	£M
Expected return on assets	0.30	0.30
Actuarial gain/(loss) on assets	0.28	(0.21)
Actual return on assets	0.58	0.09

Analysis of amounts recognised in Other Comprehensive Income and Expenditure

	Year ended 31 March 2013	Year ended 31 March 2012
	£M	£M
Total actuarial gains/(losses)	(0.26)	(0.56)
Adjustment in respect of paragraph 58	0.00	0.00
Total gains/(losses)	(0.26)	(0.56)

History of asset values, present value of defined benefit obligation and surplus/ deficit

	As at 31 March				
	2013	2012	2011	2010	2009
	£M	£M	£M	£M	£M
Fair value of assets	4.79	4.09	3.97	4.06	3.10
Present value of defined benefit obligation	5.43	4.78	4.31	4.91	3.67
Surplus/(Deficit)	(0.64)	(0.69)	(0.34)	(0.85)	(0.57)

History of experience gains and losses *

	As at 31 March				
	2013	2012	2011	2010	2009
	£M	£M	£M	£M	£M
Experience gains/(losses) on assets					
▪ Amount £M	0.28	(0.21)	(0.15)	0.86	(1.00)
▪ Percentage of assets	5.8%	-5.1%	-3.8%	21.2%	-32.3%
Experience gains/(losses) on liabilities #					
▪ Amount £M	0.01	(0.05)	0.09	0.06	(0.02)
▪ Percentage of the present value of the liabilities	0.2%	-1.0%	2.1%	1.2%	-0.5%

* This history can be built up over time and need not be constructed retrospectively (and once complete will show the current period and previous four periods).

#This item consist of gains/(losses) in respect of liability experience only and excludes any change in liabilities in respect of changes to the actuarial assumptions used.

Remeasurements recognised in Other Comprehensive Income and Expenditure

	Year ended 31 March 2013
	£M
Liability gains/(losses) due to change in assumptions	(0.55)
Liability experience gains/(losses) arising during the year	0.01
Adjustment in respect of paragraph 58	0.00
Actuarial gains/(losses) on plan assets	0.39
Total gains/(losses) recognised in OCIE	(0.15)

Contributions for the year ending 31 March 2013

The employer's regular contributions to the fund for the year ending 31 March 2013 were £0.27m. In addition, strain on Fund Contributions may be required.

Termination of the scheme

The pension information provided above complies with the requirements of IAS 19. This shows a pension fund deficit of £640k at 31 March 2013. Procedures are in place with the Pension Fund about making phased payments in order to cover the financial liability that will arise when there are no longer any active members; currently estimated to be 2017-18. The basis of calculation of that liability is different to that which applies under IAS 19 as it is necessary to ensure that from the date of the closure all obligations have been covered as there after any future financial liability falls on the Pension Fund. The estimate of that closure liability will be reviewed at each triennial review of the scheme unless the closure of the scheme occurs. The estimate of the closure liability at the last valuation was £1.6 million. Financial provision to cover the liability is allowed for within the procedures set out in the Consolidated Budgeting Guidance issued by H.M. Treasury.

Pension Increases Local Government Pension Scheme

In the UK Budget statement of 22 June 2010, the Chancellor of the Exchequer announced that, with effect from 1 April 2011, the Government would use the Consumer Price Index (CPI) rather than the Retail Prices Index (RPI) for the price indexation of benefits and tax credits; and that this would also apply to public service pensions through the statutory link to the indexation of the Second State Pension. As a judicial review has confirmed that CPI can be used for pension increases the figures reflecting this change set out in the figures for 2012/13 stand.

(c) Pensions for former Ombudsmen

With the agreement of the Secretary of State for Wales in 1991 and subsequent confirmation by Statutory Instrument 1993 No. 1367 the Local Government Commissioners became eligible to join the Local Government Pension Scheme. However the pensions of the three previous Local Government Commissioners remain the responsibility of the Public Services Ombudsman for Wales and are met through the Statement of Comprehensive Net Expenditure.

Pensions are increased annually in line with other pension schemes within the Public Sector the basis of calculations of the Annual Pensions Increase has been changed from using the annual movement based on the Retail Price Index (RPI) to the Consumer Price Index (CPI). The amount of the uplift applied is set out in Statutory Instrument 2012 No 782. This year the increase was 2.2% with effect from 8 April 2013. In 2011-12 the uplift was 5.2%

The total payments during 2012-13 were £79k (£77k in 2011-12). The liabilities arising out of the obligation to finance these pensions together with any dependent pensions has been calculated to be £535k (£487k in 2011-12). The calculation to determine the overall liability has been carried out internally using life expectancy tables for males and females in Wales obtained from the web site

of the Government Actuary's Department. A discount rate of 2.35% (2.8% in 2011-12) has been applied in accordance with the Treasury guidance that all pension liabilities should be discounted. Further details are shown under movements in provisions (Note 12).

4. Non Staff Administration Costs

	2012-13		2011-12	
	£000		£000	
Rentals under operating leases	235		234	
External Audit fee	19		19	
Other services provided by WAO and Grant Thornton	-		-	
Professional Advisers	336		281	
Other property costs	102		110	
Computer services	189		132	
Office costs	145		118	
Travel and subsistence	33		26	
Training and Recruitment	75		40	
Communications	132		98	
Consolidated fund standing services (Salary and related costs of the Ombudsman met from the Welsh Consolidated Fund)	189		188	
Sub-total		1,455		1,246
Depreciation	80		77	
Amortisation charge	45		45	
Loss on disposal	-		-	
Provision for future redecoration of offices	2		2	
Sub-total		127		124
Total Other Administration Costs		1,582		1,370

5. Operating Income

Income receivable arises from short term investment of surplus funds and from the temporary secondment of an investigator.

	2012-13		2011-12	
	£000		£000	
Seconded staff	-		-	
Interest receivable	-		-	
Total operating income		-		-

6. Operating Costs by Aims and Objectives

The costs of providing a first class Ombudsman service to Wales are set out below. The allocation to each of the objectives has been as follows:

- (a) An estimate of the staff time spent on the objective
- (b) Direct allocation of expenditure
- (c) Apportionment of other costs pro rata to the estimate of staff time

	2012-13			2011-12		
	Gross	Income	Net	Gross	Income	Net
	£000	£000	£000	£000	£000	£000
To raise awareness of our service so that people understand what we do, and that all who need it can access it and make use of it	301	-	301	260	-	260
To have in place high quality complaints handling processes, which consider and determine complaints thoroughly but proportionately, and convey decisions clearly	3,069	-	3,069	2768	-	2768
To work with public bodies in Wales so that better quality public services are provided as a result of the lessons that can be learnt from the complaints we investigate	586	-	586	550	-	550
To demonstrate that our resources are efficiently and effectively deployed	194	-	194	159	-	159
Net operating costs	4,150	-	4,150	3737	-	3737

7. Property, Plant and Equipment

	Plant	Computers and other equipment	Furniture & other fittings	Total
	£000	£000	£000	£000
Cost or valuation at 1 April 2012	156	173	297	626
Additions	-	12	-	12
At 31 March 2013	156	185	297	638
Depreciation				
At 1 April 2012	(102)	(131)	(198)	(431)
Charged in the year	(25)	(18)	(37)	(80)
At 31 March 2013	(127)	(149)	(235)	(512)
NBV at 31 March 2013	29	36	62	127
NBV at 31 March 2012	54	42	98	194

In the opinion of the Public Services Ombudsman for Wales there is no material difference between the net book value of assets at current values and at their historic cost.

8. Intangible Assets

	Information Technology	Software Licences	Total
	£000	£000	£000
Cost or Valuation at 1 April 2012	472	69	541
Additions	2	-	2
At 31 March 2013	474	69	543
Amortisation at 1 April 2012	(252)	(64)	(316)
Amortisation during the period	(40)	(5)	(45)
At 31 March 2013	(292)	(69)	(361)
Net book value at 31 March 2013	182	-	182
Net book value at 31 March 2012	220	5	225

In the opinion of the Public Services Ombudsman for Wales there is no material difference between the net book value of assets at current values and at their historic cost.

9. Trade and other Receivables

	2012-13	2011-12
	£000	£000
Amounts falling due within one year:		
Prepayments	146	197
Trade debtors	-	-
Amounts falling due after more than one year		
Prepayments	-	6
Total	146	203

10. Cash and Cash Equivalents

Any bank balance held at the year end has to be returned to the Welsh Consolidated Fund. A figure of £2k (£91k in 2011-12,) has been included within the accounts being the net balance at the year end on all the bank accounts operated by the Public Services Ombudsman for Wales irrespective of whether the individual account is in debit or credit and the amount of grant received offset by this repayment. This repayment will have to be made to the Welsh Consolidated Fund under the Government of Wales Act 2006 if still remaining at the year end.

11. Trade Payables and other Current Liabilities

	2012-13	2011-12
	£000	£000
Amounts falling due in one year		
Amounts owed to the Collector of Taxes	-	-
Untaken annual leave	56	63
Amounts owed to the Parliamentary Commissioner	-	3
Welsh Consolidated Fund – unspent balances	2	91
non operating income	-	-
Trade payables	56	24
Accruals	16	17
	130	198
Amounts falling due in more than one year		
Deferred rent reduction	12	25
Total	142	223

12. Provisions for Liabilities and Charges

	2012-13			2011-12
	Pensions for Former Commissioners	Future Redecoration Costs	Total	Total
	£000	£000	£000	£000
Balance at 1 April	512	3	515	507
Additional provision required	93	2	95	83
Discount rate movement	10	-	10	2
Provisions utilised in the year	(80)	-	(80)	(77)
Balance	535	5	540	515

Analysis of expected timings of payment of provisions:

	2012-13	2011-12
	£000	£000
Payable within one year	80	78
Payable within 2 to 5 years	312	311
Payable in more than 5 years	148	126
Balance at 31 March 2012	540	515

The additional provision is required to cover the pensions increase in line with Statutory Instruments 2013 No. 604 and increased life expectancy based on the Interim life letters Wales issued by Office of National Statistics. Later year pension increases are in line with the GDP deflators information issued by HM Treasury. The discount factor has been amended to 2.35% for the financial year (2.8% in 2011-12) in line with the guidance issued by the Treasury.

The future redecoration costs arise from an obligation to redecorate the interior of the premises leased at Bocam Park. Sums are being set aside to cover the liability to redecorate the office in the financial year 2014-15. The sum of £2,000 has been provided for in the 2012-13 financial year (£1,500 in 2011-12) towards the cost of this work.

13. Reconciliation of Operating Cost to Operating Cash Flows

	Notes	2012-13	2011-12
		£000	£000
Net operating cost		(4,150)	(3,737)
Adjust for non cash items	3,4	195	82
Decrease /(Increase) in trade and other receivables	9	57	(4)
Increase/ (Decrease) in trade and other payables	11	(81)	97
Payment to meet pension fund deficit		(270)	(170)
Movement in provisions	12	25	8
Welsh Consolidated Fund shared services	4	189	188
Net cash outflow from operating activities		(4,035)	(3,536)

14. Non Current Asset Expenditure and Financial Investment

	2012-13	2011-12
	£000	£000
Purchases of property, plant and equipment	(12)	(5)
Proceeds of disposals of property, plant and equipment	-	-
Purchases of intangible assets	(2)	(8)
Net cash outflow from investing activities	(14)	(13)

15. Reconciliation of Net Cash Requirement to Increase/(Decrease) in Cash

	2012-13	2011-12
	£000	£000
Net Cash Requirement:		
Operating activities	(4,035)	(3,536)
Capital Expenditure	(14)	(13)
	(4,049)	(3,549)
Financing from National Assembly for Wales	3,962	3,731
Repayment to Welsh Consolidated Fund	(2)	(91)
Increase / (Decrease) in cash and cash equivalents	(89)	91

16. Commitments under Operating Leases

	2012-13	2011-12
	£000	£000
Total future minimum operating lease payments on Building:		
Payable within one year	184	183
Within two and five years	155	339
More than five years	-	-
	339	522
Other:		
Payable within one year	11	6
Within two and five years	27	-
More than five years	-	-
	38	6
Total – all operating leases	377	528

17. Contingent Liabilities

We expect a longstanding case before the Adjudication Panel for Wales to conclude on 19 July 2013. If the accused member is found to have breached the members' Code of Conduct it is possible that he will appeal to the High Court. If that is the case, there will be cost implications for the Ombudsman as we will have to defend the decision of the panel.

18. Capital Commitments

There were no capital commitments at 31st March 2013 (2011-12 Nil)

19. Financial Instruments

Because of the largely non-trading nature of its activities and the way in which government bodies are financed, the PSOW is not exposed to the degree of financial risk faced by some business entities. The office has no powers to borrow money but it can invest temporary surplus funds. Financial assets and liabilities are generated by day to day operational activities and are not held to change the risks faced by the office in undertaking its activities.

20. Related Party Transactions

The PSOW is headed by the Public Services Ombudsman for Wales and was established under the Public Services Ombudsman (Wales) Act 2005. The Ombudsman is independent of Government and the funding arrangements of the office are set up to ensure that the independence of the office is secured. The PSOW has had a number of material transactions with the National Assembly for Wales and with the office of the Parliamentary Ombudsman. In addition, the PSOW has had a small number of transactions with other Government Departments and other central government bodies.

At the 10th World Conference of the International Ombudsman Institute in November 2012 the Ombudsman, Peter Tyndall, was elected as a member of the World Board and one of the Regional Directors of its European Board. Peter is also a member of the Ombudsman Association Validation Committee.

21. Events after the Reporting Period

None

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