



**Summary Minutes of the meeting of the
Public Services Ombudsman for Wales
Audit & Risk Assurance Committee
held on 21 October 2025**

Present: Mike Usher (Independent Member & Chair)
Dave Tosh (Independent Member & Vice Chair)
John McSherry (Independent Member)
Laura Davies (Independent Member)
Jayne Woods (Independent Member)
Nia Roberts (Advisory Panel Independent Member & Chair)

Also Present: Michelle Morris (Public Services Ombudsman for Wales)
Heather Beynon (Executive Director Corporate Resources)
Katrin Shaw (Executive Director Casework & Legal)
Information Governance Manager
Finance Manager
Head of IT Services
TIAA
Audit Wales
Interim Executive Assistant (Minutes)

1. Declarations of Interests

1.1 Declarations were made regarding recent changes to external positions held by members.

2. Apologies for Absence and Quorum

2.1 There were no apologies for absence.

2.2 It was confirmed that the meeting was quorate as set out in the Terms of Reference for the Committee.

3. Minutes of the meeting held on 23 July 2025

3.1 The minutes of the meeting held on 23 July 2025 were approved.

4. Matters Arising (not otherwise on the agenda) & Action Log

4.1 The Matters Arising and Action Log were noted by the Committee.

4.2 A previous action on Whistleblowing arrangements was confirmed complete.

5. Internal Audit Matters

5.1 Internal Audit Recommendations – Progress Report

5.1.1 There were no outstanding Internal Audit Recommendations to note.

5.2 Internal Audit – Final Plan & Progress Report (SICA)

5.2.1 TIAA presented their update. The committee discussed and noted progress with the annual work programme.

6. Governance & Risk Matters

6.1 Risks & Issues Report & Register

6.1.1 The Committee reviewed changes to the Risk Register and discussed the amendments since the last meeting and the outcomes of the July risk workshop session.

6.1.2 An update was provided to the Committee on key risks and mitigations in progress. Good progress in mitigating key risk areas was apparent, but an 11% rise in public service complaints was adding to workload pressures and a corresponding increase in risk. The recent emergence of AI-generated complaints would be closely monitored and its potential impacts carefully assessed, including liaison with other oversight bodies to share approaches and emerging best practice.

6.1.3 Overall, the committee was assured that risk management processes are effective, with clear progress made across staffing, technology, finance, and governance areas, and continued monitoring of new and emerging risks.

6.2 Data Validation

6.2.1 The Committee was updated on progress with improvement actions to enhance assurances over data quality. It agreed to hold a deep dive on this topic at a future meeting.

6.3 Cyber Security

6.3.1 The Committee was updated on the handling of a cyber attack on our external website. The Committee agreed that the organisation's multiple lines of defence had worked effectively, and that the incident had provided valuable experience.

6.3.2 The Committee requested an update at its next meeting on progress against the agreed actions, particularly those with longer timelines, to provide assurance that all items are being addressed. The Committee confirmed that it was satisfied with the level of assurance provided.

6.4 Risk Appetite

6.4.1 Members discussed the organisation's risk appetite statement and supported the shift to a more granular approach. The Committee asked the Management Team to consider potential adjustments to some of the risk category appetite levels and to bring an updated statement to the January meeting for consideration.

6.5 Annual Review of Risk Management Policy

6.5.1 The Committee asked that the Risk Management Policy be updated to reflect any resultant adjustments to the risk appetite statement. The revised policy would be brought to the January meeting for review.

6.6 Information Governance Report

6.6.1 The Committee discussed the report and noted the importance of linking cyber risk management to overall risk appetite and policy.

7. Financial and external audit matters

7.1 External Audit Recommendations

7.1.1 The Committee noted the update on external audit recommendations and the satisfactory progress made.

7.2 Q2 Financial monitoring 2025/26

7.2.1 The committee discussed and noted the position at the end of Q2.

7.3 Audit Wales update

7.3.1 The Audit Wales paper was noted.

8. ARAC and Committee management matters

8.1 Other matters that require reporting to Audit & Risk Assurance Committee

8.1.1 The paper was noted.

8.2 Business Continuity annual review and update

8.2.1 The paper was discussed and an update will be brought to the next meeting for review.

8.3 Review of Counter Fraud Framework and Anti Fraud Policy

8.3.1 The Committee considered the review, and the updated policy was approved.

8.4 Reflection on items for future consideration

8.4.1 Items were identified for the next meeting.

9. Date of Next Meeting

9.1 The next meeting of the Audit & Risk Assurance Committee would be held at PSOW's offices on Wednesday, 27 January 2025.
