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Ombwdsmon  
Ombudsman  
Cymru • Wales

# Public Services Ombudsman - Our Strategic Plan

## Response form

February 2026

# About this response form



Please read the main document called **Public Services Ombudsman - Our Strategic Plan**.



Then answer the questions in this response form.

**We would like to hear views from:**



- People who have used our service or made a complaint.



- Service providers and their staff.



- Advocates and charities.



- Elected representatives.



- Anyone interested in our work or the ombudsman sector.



Please send this form back to us by **12 pm, midday on 31 March 2026**.



## Online:

You can fill out our online response form:  
<https://www.surveymonkey.com/r/D8F5DST>



## Email:

You can fill in this form on your computer and email it to: [communications@ombudsman.wales](mailto:communications@ombudsman.wales)



## Print it and post it to:

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ



**Phone:** 0300 790 0203 and ask to speak to Communications Team - option 3



If you want this document in a different format or language, please contact us at:



**Email:** [communications@ombudsman.wales](mailto:communications@ombudsman.wales)



**Post:** Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ



**Phone:** 0300 790 0203



This document is also available in Welsh.

# How we use your information



We use your information by following a law called **UK General Data Protection Regulation (UK GDPR)**.



The law gives you the right to:



- Know what information we have about you and how you can see it



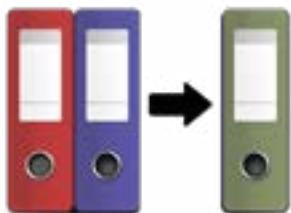
- Make us change any mistakes in the information about you



- Ask us not to use the information in some cases



- Ask us to delete the information we have about you in some cases



- Move the information about you somewhere else in some cases



Information Commissioner's Office

- Complain to the Information Commissioner's Office



You can read about our [General Privacy Notice](#) for more about how we use your data.



You can read about our [Consultations Privacy Notice](#) for how we use your data in consultations.

# Questions

## Our main goals

Please read page 13 of the main document.



### 1. Do you agree with our main goals in the Plan?

For example, are they clear and right?

I agree

I do not agree

Not sure



Tell us what you think:

## Things we need to focus on



Please read pages 11 to 12 of the main document.



### 2. Does the Plan show the right areas we need to improve?

Yes

No

Not sure



**Are there any other areas that we should focus on?**

Tell us what you think:

# Our aims for 2026 to 2029



Please read pages 14 to 26 of the main document



## 3. Tell us what you think about our aims for 2026 to 2029:



We provide a caring and well run service. People feel listened to and understood.



Our decisions are fair and effective.

I agree

I do not agree

Not sure



**Please tell us what you think about aim 1:**

## Aim 2: Improve public services and standards



We help public services improve. We share good practice and lessons learned.



We support high standards of behaviour for councillors.

I agree

I do not agree

Not sure



**Please tell us what you think about aim 2:**

### Aim 3: Good outcomes for people who need us most



We make our service easier to access.



We promote our service to people who need help most.

I agree

I do not agree

Not sure



**Please tell us what you think about aim 3:**

## Aim 4: Be a strong and well-run organisation



We use our staff, money, and systems well.



We work in an open and honest way.

I agree

I do not agree

Not sure



**Please tell us what you think about aim 4:**

# Impact



**4. How can we show the difference we make in public services and local government in Wales?**

# Welsh Language



When we put the draft Plan together, we assessed what it could do for the Welsh language.



We fully support and promote the Welsh language. You can read about our Welsh language policy: [ombudsman.wales/wp-content/uploads/2025/12/Welsh-Language-Policy.pdf](https://ombudsman.wales/wp-content/uploads/2025/12/Welsh-Language-Policy.pdf)



Our service is bilingual. More Welsh speakers know about us and trust us.



More staff now speak Welsh well or fluently. However, few people use Welsh when contacting us.



Our plan includes steps to improve Welsh-language use and services. You can read about our Welsh language standards report: [ombudsman.wales/wp-content/uploads/2025/10/Welsh-Language-Report-24-25.pdf](https://ombudsman.wales/wp-content/uploads/2025/10/Welsh-Language-Report-24-25.pdf)



## 5. How do you think the plan will impact the Welsh language?

For example, will it help people use the Welsh language more?



## 6. Do you think we can make any changes to the plan that would help:

- People use the Welsh language more.
- Support the Welsh and English languages equally.
- Reduce any negative effects on using the Welsh language.

## Other comments



**7. Do you want to share anything else that we have not asked about?**



Thank you for answering these questions.



We may share the answers we receive in a report or on the internet.



If you want your response to stay private, please tick the box.



Hawdd ei Ddeall Cymru  
**Easy Read Wales**

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