

Ombwdsmon Ombudsman

OMBWDSMON GWASANAETHAU CYHOEDDUS CYMRU
PUBLIC SERVICES OMBUDSMAN FOR WALES

Yearly report

2020 to 2021



easy
read

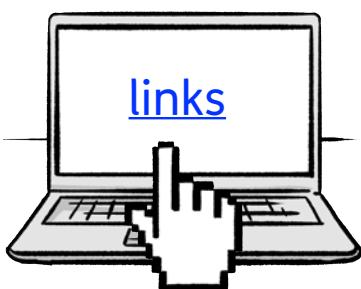
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In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

Introduction



The Public Services Ombudsman for Wales (PSOW) is an independent organisation that deals with complaints about:



- public services - these are services provided by an organisation that is part of the government



- local councillors - these are people chosen to run a council



- public bodies - these are organisations that give services to the public. They get money from the government but are not part of it.



This is an Easy Read version of our yearly report. It explains the work that we have done in the year 2020 to 2021.

About us



We do 3 main things:

1. We look into complaints about public services.



2. We look into complaints against someone who has been chosen to run a council.



3. We help to improve public services.



We are independent and our services are free.

Our 3 aims

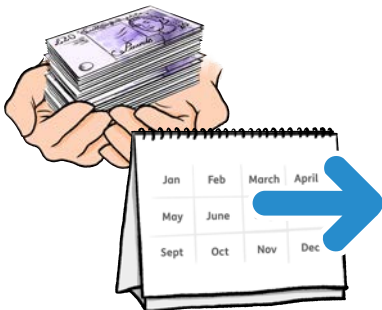


We aim to:

- look into people's complaints quickly, in a fair way



- encourage people to learn from things that go wrong, so services improve



- look after our money properly so that our organisation can continue into the future.

Dealing with complaints

2,400 ↑

This year we dealt with over 2,400 complaints.

Compared with last year, we have seen:



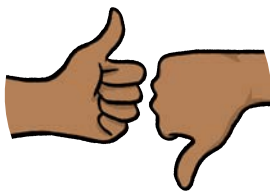
- fewer complaints about public services



- fewer complaints about Health Boards



- a lot more complaints about local councillors who may have done something wrong.



This year, about half of people were happy with the service they got from us. This is less people than last year.



But, this year nearly everyone was happy with the result of their complaint.

Complaints about public services

1,900 ↑

This year we had nearly 1,900 new complaints about public services.

What were complaints about?



Out of every 100 complaints:

- 39 were about health services



- 13 were about housing



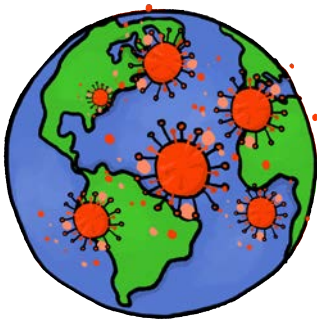
- 12 were about how a service deals with complaints



- 9 were about social services



- 7 were about how councils give permission to build something



- 3 were about **COVID-19**

COVID-19 is also called Coronavirus. It is an illness that is spreading around the world. It can affect your lungs and breathing.



- 17 were about something else.

Who were the complaints about?



Out of every 100 complaints:

- 43 were about a NHS service



- 42 were about a local council



- 9 were about a housing association



Llywodraeth Cymru
Welsh Government

- 3 were about the Welsh Government



- 1 was about a local council



- 2 were about something else.

Complaints about people who have been elected



This year we received over 500 new complaints about someone who has been chosen to run a council or organisation.

Of these, we decided to look into just over 300.



Out of every 100 complaints about a person chosen to run something:

- 54 were about someone who was a councillor on a town or local council



- 49 were about someone who was a councillor on a county council



- 2 were about someone who has been elected to be on a National Park Board or a Fire Authority.

What were the complaints about?

Out of every 100 complaints about a person chosen to run something:



- 55 were about not treating people fairly with respect

- 19 were because they didn't do things in a proper way



- 14 were because they didn't say that their own business might be affected by their work as a councillor



- 8 were because they did not follow the law



- 4 were because they didn't let people see what they were doing.

Doing things on time



We aim to deal with complaints quickly.



But we have to deal with other organisations when we look into complaints.



This year has been a very difficult year because of COVID-19.

Many organisations have not been able to work with us quickly to deal with complaints.



It has taken us a longer time than we expected to look into many complaints.



Most people said it was easy to get in touch with us.

Helping services to improve



This year we:

- helped local councils and health boards to understand how to deal with complaints in a good way



- gave over 90 online training sessions



- helped to create a good way for public services to give information about complaints



- started to look into the problem of homelessness and housing.

Sharing information

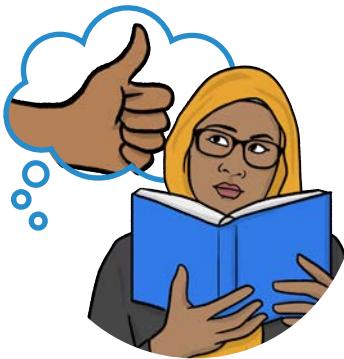
This year we wrote:



- 6 reports about why people have been complaining about certain things



- a report about how to give a good service



- a book about how to be fair to people and make sure they get the things they should get



- we talked to health boards and other public services.

Looking after our money properly



We use most of our money to pay our staff.

It is important that we manage our staff properly, so they work well.



This year:

- fewer of our staff were off sick



- there is a smaller gap between the amount most men and women get paid



- most staff had some training.

Looking after the environment

This year:



- we reduced the amount of waste by a large amount



- none of our waste was put into landfill - this is a large hole in the ground for rubbish that can't be recycled



- we reduced the amount of electricity we use



- we reduced the amount that our staff travelled by car a lot.

For more information



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