



**RHONDDA CYNON TAF COUNCIL**

**RECORD OF DECISIONS OF THE EXECUTIVE**

**DECISION MADE BY: Cabinet    DATE DECISION MADE: 17 November, 2020**

**Cabinet Members Present:**

Councillor A Morgan (Chair), Councillor M Webber (Vice-Chair),  
Councillor R Bevan, Councillor A Crimmings, Councillor M Norris,  
Councillor J Rosser, Councillor R Lewis, Councillor C Leyshon and  
Councillor G Hopkins

***Agenda Item : 6***

**SUBJECT: Public Services Ombudsman for Wales - Annual Report and Letter 2019-20**

**1. DECISION MADE:**

**Agreed –**

To consider and note the 2019-2020 Public Services Ombudsman for Wales' Annual Report and Annual Letter to the Council.

**2. REASON FOR THE DECISION BEING MADE:**

The need to advise Cabinet of the publication of the Public Services Ombudsman for Wales' ('PSOW') Annual Report and Annual Letter to the Council for 2019-2020.

**3. LINKS TO CORPORATE PRIORITIES/FUTURE GENERATIONS - SUSTAINABLE DEVELOPMENT:**

Learning from complaints, and customer feedback, can contribute to the development of services that meet the needs and expectations of the Council's residents and service users. In this way residents and service users can be involved in improving services and ensuring that they meet long-term needs in a sustainable way. The ability to identify the causes of complaint and service failure presents an opportunity to have a preventative impact – particularly where services manage wellbeing issues.

**4. CONSULTATION UNDERTAKEN PRIOR TO DECISION BEING MADE:**

The PSOW requests that his Annual Letter to the Council is presented to Cabinet to assist Members in their scrutiny of the Council's performance.

**5. PREVIOUS CONSIDERATION BY A COMMITTEE OF THE COUNCIL:**

None

**6. PERSONAL INTERESTS DECLARED:**

None

**7. DISPENSATION TO SPEAK (AS GRANTED BY STANDARDS COMMITTEE):**

N/A

**8. (a) IS THE DECISION SUBJECT TO CALL-IN BY THE OVERVIEW AND SCRUTINY COMMITTEE:**

**Yes**

**Note:** This decision will not come into force and may not be implemented until the expiry of 3 clear working days after its publication i.e. **23 November 2020** to enable it to be the subject to the Call-In Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

**8.(b) IF NO, REASONS WHY IN THE OPINION OF THE DECISION-MAKER THE DECISION IS EXEMPT OR NON APPLICABLE:**

I. COUNCIL / SCRUTINY FUNCTION (CALL IN IS THEREFORE NON APPLICABLE):-  
Reason: N/A

II. URGENT DECISION:-  
Reason N/A

**8.(c) IF DEEMED URGENT - SIGNATURE OF PRESIDING MEMBER OR DEPUTY PRESIDING MEMBER OR HEAD OF PAID SERVICE CONFIRMING AGREEMENT THAT THE PROPOSED DECISION IS REASONABLE IN ALL THE CIRCUMSTANCES FOR IT BEING TREATED AS A MATTER OF URGENCY, IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULE 17.2:**

.....  
(PRESIDING MEMBER)

.....  
(Dated)

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**PUBLICATION**

Publication on the Councils Website:- **Tuesday, 17 November 2020**

**APPROVED FOR PUBLICATION: ✓**