



**Ombwdsmon
Ombudsman**
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Quality and Safety Committee – Swansea Bay UHB

25 July 2023



Our role



We investigate complaints about public services.



We consider complaints about councillors breaching the Code of Conduct.



We drive systemic improvement of public services and standards of conduct in local government in Wales.

Complaints Standards

- PSOW was granted new powers under the 2019 PSOW Act, including allowing us to act as the Complaints Standards Authority in Wales
- In practice this means we can issue model complaint handling procedures to public bodies, which then becomes statutory guidance. For Health Boards, this reinforces PTR.
- We've been working with Local Authorities and Health Boards since 2020, and now we're working with Housing Associations



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Complaints Standards

- As well as setting complaint handling standards, we also publish data and supply complaints training – completely free of charge.

Since September 2020, we've supplied over

400

Training sessions to public bodies across Wales



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Annual Letter 2022/23



Annual Letter 22/23

- PSOW issues annual letters to all Welsh Health Boards, and all Welsh Local Authorities. These are archived on our website.
- Annual Letters will be issued in the coming weeks, alongside our 22/23 Annual Report
- We also publish data about the complaints each Health Board received themselves, we do this twice a year (Summer and Christmas). We call this 'CSA data'.



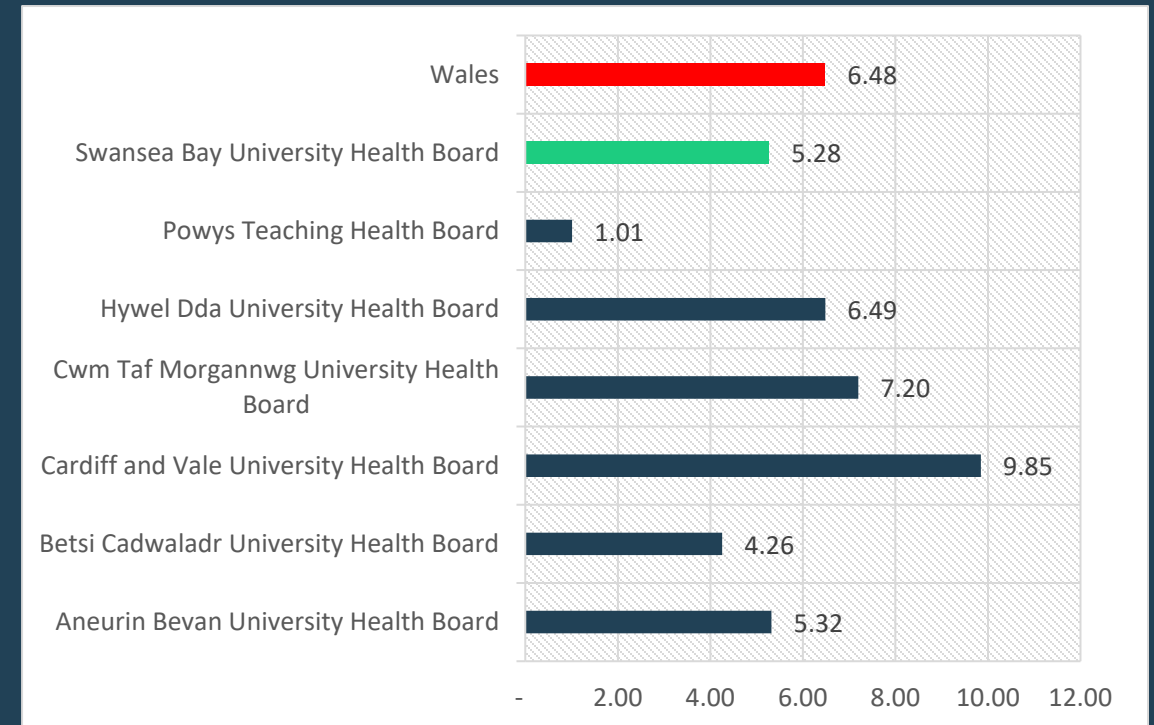
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CSA data 22/23

This graph shows the volume of complaints received by Welsh Health Boards themselves in 22/23, adjusted by per 1,000 population.

The Welsh Average is shown in red, SBUHB highlighted in green.



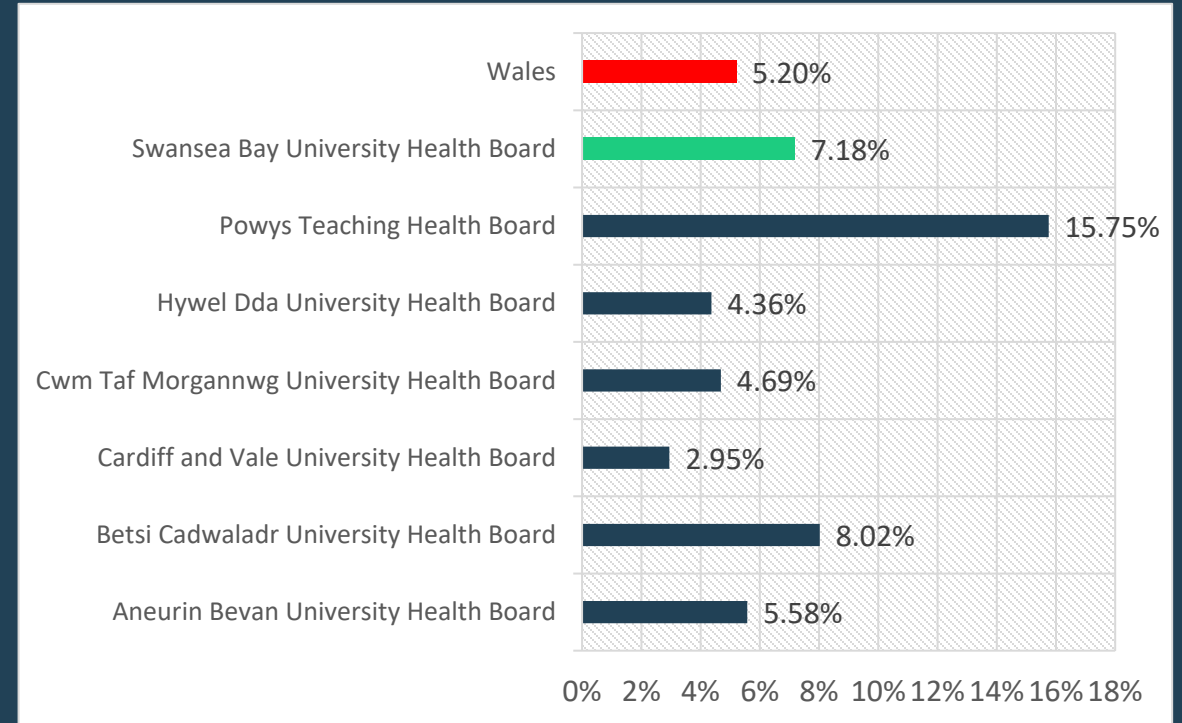
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Annual letter data 22/23

This graph shows the volume of complaints received by PSOW about Welsh Health Boards in 22/23, as a proportion of all the complaints they closed.

PSOW received 137 complaints about SBUHB in 22/23.



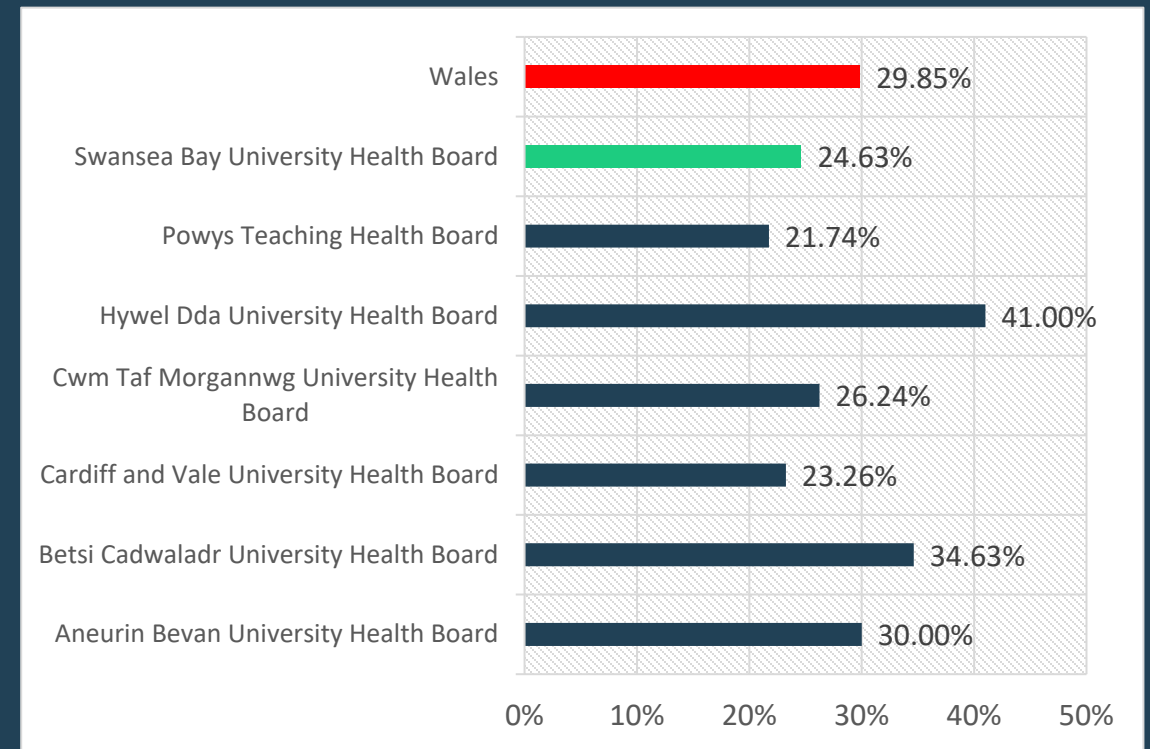
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Annual letter data 22/23

This graph shows the PSOW intervention rate for Welsh Health Boards in 22/23.

Intervention is where PSOW upholds a complaint, or suggests Early Resolution or Voluntary Settlement.



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Any Questions?



Diolch!

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