



**RHONDDA CYNON TAF COUNCIL**

**RECORD OF DECISIONS OF THE EXECUTIVE**

**DECISION MADE BY: Cabinet    DATE DECISION MADE: 15 November, 2021**

**Cabinet Members Present:**

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

**Apologies for Absence:**

**Other Councillor(s) in Attendance:-**

**Councillor A Davies-Jones**

***Agenda Item : 5***

**SUBJECT: Public Services Ombudsman For Wales - Annual Report and Letter 2020-2021**

**1. DECISION MADE:**

**Agreed –**

Following consideration members noted the 2020-2021 Public Services Ombudsman for Wales' Annual Report and Annual Letter to this 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 2020 - 2021

**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:**

none

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

None

**6. PERSONAL INTERESTS DECLARED:**

**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

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

- 1. 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 OFFICER OR DEPUTY PRESIDING OFFICER 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 OFFICER)

.....  
(Dated)

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**PUBLICATION**

Publication on the Council's Website:- **Monday, 15 November 2021**

**APPROVED FOR PUBLICATION: ✓**

**The closing date for Call-In is 5pm on the**