

**Bolsover District Council**

**Standards Committee**

**15th June 2015**

**A Consultation on a Public Service Ombudsman**

**Report of the Assistant Director – Governance and Monitoring Officer**

This report is public

**Purpose of the Report**

- To consider the Government consultation document on creating a Public Service Ombudsman to replace the existing arrangements.

**1 Report Details**

- 1.1 On 25 March, the Government launched a consultation on whether to reform the current ombudsman sector. In particular, it recommends the creation of a new Public Service Ombudsman (PSO) to replace the existing jurisdictions of the Parliamentary and Health Service Ombudsman (PHSO), Local Government Ombudsman (LGO) and Housing Ombudsman (HO).
- 1.2 It is believed that the main benefits to this change would be an improved customer experience and the opportunity to improve systems and processes arising from having one integrated service. Should the Government confirm its intention to create a new PSO, detailed further work will be required to look at the precise powers of, and structures within, such an organisation. There are currently a number of differences between ombudsman services which need to be taken into account when looking at any modernisation.
- 1.3 The consultation closes on 16 June 2015. Standards Committee are invited to consider the consultation which may be found at <https://www.gov.uk/government/consultations/public-service-ombudsman>.

**2 Conclusions and Reasons for Recommendation**

- 2.1 To advise the Committee of the consultation.

**3 Consultation and Equality Impact**

- 3.1 None.

**4 Alternative Options and Reasons for Rejection**

- 4.1 None.

## 5 **Implications**

None.

## 6 **Recommendations**

- 6.1 To note the consultation into creating a new Public Service Ombudsman and to make any comments.

## 7 **Decision Information**

<b>Is the decision a Key Decision?</b> (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
<b>District Wards Affected</b>	
<b>Links to Corporate Plan priorities or Policy Framework</b>	

## 8 **Document Information**

<b>Appendix No</b>	<b>Title</b>
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
N/A	
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