

Our ref: PT/SMH

Ask for: Peter Tyndall

Your ref:



01656 641150

Date: 6 July 2012



The Chair  
Communities, Equality and Local Government Committee  
National Assembly for Wales  
Cardiff Bay  
CARDIFF  
CF99 1NA

Dear Chair

**Communities, Equality and Local Government Committee – 5 July 2012**  
**Item 6 – Consideration of annual report by the Public Services Ombudsman for Wales 2011-12**

Thank you for the opportunity to give evidence to the Committee on my Annual Report for the year 2011/12. I welcomed being able to discuss the work of my office and I hope that Committee Members found this useful.

As you are aware, time was against us at the meeting and I, therefore, gave an undertaking to provide a written answer in respect of the question asked about the Advisory Panel which I have established.

I have now completed the recruitment process for the Panel and the first meeting will be taking place on Wednesday, 11 July. Those appointed to the Panel are:

- Mr Ceri Stradling (who has also been appointed as the Chair of the Audit & Risk Committee) – former Senior Partner with the Wales Audit Office.
- Mrs Jan Williams – former Chief Executive, Cardiff & Vale University Health Board.
- Mr John Williams – former Director of Social Services, Conwy County Borough Council.
- Mr Bill Richardson – who will join the Panel in September when he retires from his current role as Deputy Chief Executive at the office of the Parliamentary and Health Service Ombudsman.

I took the decision to form the Panel having undertaken a review of governance arrangements of other ombudsmen schemes, where similar arrangements are in place in some cases. I saw that there were real benefits to be obtained from having an external perspective in the development of strategy and practice. The role of the Advisory Panel is provide me with support, advice and challenge in providing leadership and good governance of my office of the PSOW.

I feel very fortunate that I was able to appoint such high calibre, well respected people to the Panel and I look forward to working with them in the future. Their combined breadth of experience across the public sector and of other ombudsmen schemes will enable them to support me in the further development of the services that I am able to offer.

Oversight of financial controls and risk management of the office remains with the Audit & Risk Committee. The Committee assists me in my Accounting Officer responsibilities by ensuring that the assurance I receive is comprehensive and reliable and that the public money for which I am accountable is utilised in an effective and compliant manner.

Finally, should the Committee find it useful, I would welcome further opportunities to present evidence to its meetings in the future.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Tyndall', written in a cursive style.

Peter Tyndall  
Ombudsman