

23 April 2026

Dear

## **ATISN 26901 – Public Services Ombudsman for Wales**

Thank you for your request which I received on 20 April. You asked for the information as listed at Annex 1.

### **Our response**

The Welsh Government does not oversee or have any accountability role in respect of the Public Services Ombudsman for Wales. The information which you have asked for is therefore not held by the Welsh Government. Oversight of the Public Services Ombudsman for Wales is carried out by the Finance Committee of the Senedd, under the terms of Standing Order 18A of the Senedd and the remit given to the Finance Committee by the Senedd, in accordance with that Standing Order. You can find the remit of the Finance Committee here: [Browse meetings - Finance Committee - Sixth Senedd](#)

### **Next steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ

or e-mail: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Website: [www.ico.org.uk](http://www.ico.org.uk)

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

## Annex 1

### 1. Welsh Government Oversight of PSOW Performance

For the last five full financial years and the current year to date:

- Any performance reports, monitoring reports, audits, or assessments held by Welsh Government relating to PSOW.
- Any analysis of PSOW's investigation rates, assessment closures, or public interest decisions.
- Any correspondence or briefing notes discussing concerns about PSOW's low investigation rates.
- Any correspondence or briefing notes discussing concerns about PSOW's refusal to escalate or review complaints.
- Any correspondence or briefing notes discussing concerns about PSOW's reliance on public body assertions without verification.

### 2. Complaints or Concerns Raised About PSOW

For the same period:

- The number of complaints received by Welsh Government about PSOW.
- Copies of those complaints (with personal data redacted).
- Any internal Welsh Government correspondence discussing those complaints.
- Any action taken or considered in response.

### 3. Welsh Government Communications With PSOW

For the same period:

- All correspondence between Welsh Government and PSOW relating to: • complaint handling, • investigation thresholds, • public interest tests, • resource-based refusals, • assessment-stage closures, • review processes, • escalation processes, • verification of public body assertions.
- Any Welsh Government concerns raised with PSOW about systemic non-intervention.

### 4. Review and Escalation Data (Not Published by PSOW)

Please provide any data held by Welsh Government on:

- the number of Review Requests submitted to PSOW, • the number upheld, • the number overturned, • the number escalated to senior staff, • the number escalated to the Executive Director – Casework & Legal.

If Welsh Government does not hold this data, please confirm this explicitly.

### 5. Welsh Government's Statutory Role and Powers

Please provide:

- Any internal guidance or policy documents explaining Welsh Government's role in monitoring or overseeing PSOW.

- Any legal advice held by Welsh Government relating to its powers (or lack thereof) to intervene where PSOW performance raises systemic concerns.
- Any internal discussions about whether PSOW's current operating model is fit for purpose.

## 6. Data Integrity and Transparency

Please provide:

- Any Welsh Government assessments of the completeness or adequacy of PSOW's published CAS-110 Open Data.
- Any correspondence discussing missing categories such as: • Review outcomes, • Escalation data, • Verification activity, • Decisions overturned.