

Agenda – Equality, Local Government and Communities Committee

Meeting Venue:

Committee Room 3 – Senedd

Meeting date: 7 December 2017

Meeting time: 09.00

For further information contact:

Naomi Stocks

Committee Clerk

0300 200 6565

SeneddCommunities@assembly.wales

Pre-meeting (09.00 – 09.15)

- 1 Introductions, apologies, substitutions and declarations of interest**

- 2 Public Services Ombudsman (Wales) Bill: evidence session 2**
(09.15 – 10.15) (Pages 1 – 31)
Nick Bennett, Public Services Ombudsman for Wales
Katrin Shaw, Director of Policy Legal and Governance
Chris Vinestock, Director of Investigations and Chief Operating Officer
Break (10.15 – 10.30)

- 3 Public Services Ombudsman (Wales) Bill: evidence session 3**
(10.30 – 11.30) (Pages 32 – 39)
Ruth Friel, Head of Patient Experience, Cwm Taf University Health Board
Shan Kennedy, Head of Investigation and Redress, Betsi Cadwaladr University Local Health Board
Denise Williams, Senior External Reporting Manager, Betsi Cadwaladr University Local Health Board
Angela Hughes, Acting Assistant Director of Patient Experience Cardiff and Vale UHB and Chair of the All Wales Listening and Learning from Feedback group

- 4 Public Services Ombudsman (Wales) Bill: evidence session 4**
(11.30 – 12.30) (Pages 40 – 55)



Rosemary Agnew, Scottish Public Services Ombudsman

Marie Anderson, Northern Ireland Public Services Ombudsman

Lunch (12.30 – 13.15)

5 Public Services Ombudsman (Wales) Bill: evidence session 5

(13.15 – 14.15)

(Pages 56 – 58)

Disa Young, Head of External Affairs, Welsh Independent Healthcare Association

Jacky Jones, Deputy Chair of Welsh Independent Healthcare Association and Executive Director of BMI Werndale

6 Paper(s) to note

6.1 Letter from Bangor and District Women's Aid in relation to the Welsh Government's draft budget 2018–19

(Pages 59 – 61)

6.2 Letter from Adam Price AM in relation to the Public Services Ombudsman for Wales

(Pages 62 – 71)

6.3 Letter from the Welsh Language Commissioner in relation to Welsh medium childcare and early year's education provision

(Pages 72 – 95)

6.4 Letter from the Minister for Housing and Regeneration in relation to making the economy work for people on low incomes

(Pages 96 – 102)

6.5 Additional information provided by the Public Services Ombudsman for Wales in relation to scrutiny of the annual report

(Pages 103 – 106)

7 Motion under Standing Order 17.42 (vi) to resolve to exclude the public from the remainder of the meeting

8 Public Services Ombudsman (Wales) Bill: consideration of evidence received under items 2, 3, 4 and 5

(14.15 – 14.30)