

Correspondence Report For Information	16 January 2018
Corporate Policy and Resources Committee	

Linkage to Council Strategy (2015-19)	
Strategic Theme	Leader and Champion
Outcome	Establish key relationships with Government, agencies and potential strategic partners
Lead Officer	Director of Corporate Services
Cost: (If applicable)	Nil

The purpose of this report is to inform Elected Members of correspondence received.

**1. OMBUDSMAN (NORTHERN IRELAND) ACT 2016 (2016 ACT)
NORTHERN IRELAND PUBLIC SERVICES OMBUDSMAN (NIPSO) (dated 21
December 2017)**

The Public Services Ombudsman Act (Northern Ireland) 2016 (the 2016 Act) is provided for significant changes to the jurisdiction as Ombudsman. Since April 2016, the Ombudsman had overseen the phased introduction of a number of extensions of remit for their office, which now covers a wider range of public services in Northern Ireland. The Assembly's legislation also brought a number of wider changes, including a more accessible service, clearer signposting of complainants to the Ombudsman, a more streamlined investigative process and new governance arrangements. A full account of the changes over the course of 2016/17 can be found in the Ombudsman's annual report

<https://nipso.org.uk/site/wp-content/uploads/2016/02/NIPSO-Annual-Report-2016-17-Final-2.pdf>.

From 1 April 2018, and in subsequent years, the Ombudsman will have new powers impacting on how their office operates. The Ombudsman wants to ensure that all public service providers under their remit are aware of these changes in order to prepare for these.