



# PACAC (Public Administration and Constitutional Affairs Committee)

House of Commons · London SW1A 0AA

Tel 020 7219 3268 Email [pacac@parliament.uk](mailto:pacac@parliament.uk) Website [www.parliament.uk/pacac](http://www.parliament.uk/pacac)

Rt Hon Rishi Sunak MP  
Chancellor of the Exchequer  
HM Treasury  
SW1A 2HQ

Tuesday 22th September 2020

*Dear Rishi,*

## **Parliamentary and Health Service Ombudsman (PHSO) Funding and the Comprehensive Spending Review 2020**

I am writing to you today about the PHSO's bid for funding under the Comprehensive Spending Review. While I do not intend to comment on the PHSO's specific bid, I do wish to record my support in principle for the PHSO to receive an increase in funding in this Spending Review. Under the previous Spending Review the PHSO committed to reducing its costs by 24% and delivered required savings through rapid change, such as relocating most organisational delivery to Manchester from London.

It should be noted that this Spending Review commitment came in the context of the expectation that the PHSO would soon be merged with the Local Government Ombudsman, such legislation having been a part of the Queen's Speech 2015. This proposed merger never took place and the Chancellor of the Duchy of Lancaster and Minister for the Cabinet Office, Rt Hon Michael Gove MP, has kindly confirmed to us that, due to other pressures facing the Government, there are no plans to take forward Ombudsman reform.

In its recent scrutiny report on the PHSO, the Committee concluded:

*"Ombudsman services serve as a last point of appeal for complaints from people who have suffered great distress or loss. It is essential that such services are properly resourced."*

The PHSO has an important role in holding several organisations to account and it is vital it has the necessary resources to ultimately discharge this responsibility and deliver an excellent service to complainants.

*Yours ever,*  
*William*

**William Wragg MP**  
**Chair, Public Administration and Constitutional Affairs Committee**