



PACAC (Public Administration and Constitutional Affairs Committee)

House of Commons · London SW1A 0AA

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Rob Behrens CBE
Parliamentary and Health Service Ombudsman
By email

26th January 2021

Dear Mr Behrens,

Parliamentary and Health Service Ombudsman Scrutiny 2019-20

Thank you for your letter of 25 January 2021, setting out your concerns with paragraphs 13 and 14 of the Committee's Seventh Report of Session 2019-21 on 'Parliamentary and Health Service Ombudsman Scrutiny 2019-20'.

As paragraph 13 of the Report makes clear, the Committee identified potential discrepancies in evidence provided to the Committee on the PHSO's demand for its services [(the percentage increase in the number of enquiries submitted to the PHSO between FY 2018-19 and FY 2019-20)]. The Committee therefore sought further clarification from the PHSO, as documented in the Report and acknowledged in your letter.

Paragraph 14 of the Report reflects the Committee's findings. It is important that the Ombudsman clarifies and/or updates data for scrutiny by this Committee in a timely manner, and we welcome your support in this regard. The Committee was not of the opinion that you had misled Parliament, and was clear not to make that accusation in the Report.

We look forward to receiving the PHSO's response to the Committee's Report in due course.

Yours sincerely

William Wragg MP
Chair, Public Administration and Constitutional Affairs Committee