

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
Citygate, Mosley Street
Manchester
M2 3HQ

11th January 2022

Dear Mr Behrens,

Annual PHSO Scrutiny Session – Follow up to the Oral Evidence session on 14 Dec 2021

Thank you for appearing to give oral evidence before the Committee on 14th December 2021 and your letter of 5th January which included follow up evidence relating to several additional matters raised in the session.

Regarding the other points of substance raised in your letter, I am grateful for your offer to keep the Committee updated on the NHS Complaint Standards pilots and look forward to receiving these further updates in due course.

In reference to the removal of the MP filter, as you will note from paragraph 52 of our 2018-19 report, an emphasis was placed on the vital role of Members of Parliament in supporting their constituents' complaints. Indeed, as the report noted: "*therefore, a role for MPs to support their constituents must remain in any substantive legislative reform*".¹ This is clearly a complex matter and evidently requires careful and detailed consideration before any changes to the current arrangements can be brought forward.

Finally, there were several points that the Committee would like to follow up on in light of the session and ahead of issuing its report:

- In your written evidence submission to the Committee, you committed to commission another value for money review. What progress has been made on this and can you set out the timetable for this review?
- In your written evidence submission to the Committee, you outlined that, in light of the delay to the Comprehensive Spending Review, the year 2021-2022 is a so-called 'bridging year' between longer term organisational strategies. What are your

¹ Public Administration and Constitutional Affairs Committee Second Report of Session 2019-21, [Parliamentary and Health Service Ombudsman Scrutiny 2018-19](#), HC 117, para 52.

strategic and business objectives for that year and what criteria are you using to judge whether or not you have been successful in achieving those objectives?

I would be grateful if you could respond to these questions by Friday 28th January 2022. A copy of this letter and your response will be placed in the public domain.

Yours sincerely,
William Wragg.

William Wragg MP
Chair, Public Administration and Constitutional Affairs Committee