

Quarterly Bulletin

This Bulletin highlights some of our most recent investigation reports and provides other updates on our work.

For more information on each story, please follow the highlighted links.

[Communications with patients on healthcare waiting lists](#)



Our investigation found that 88% of those on healthcare waiting lists feel forgotten, and that the system for communicating with patients in Northern Ireland isn't working properly.

[New complaints handling standards for local councils](#)



We've reached another milestone in our project to transform the way public bodies deal with complaints, with the launch of our new complaint procedures for all local councils in Northern Ireland.

[Child left without social worker for over 18 months](#)



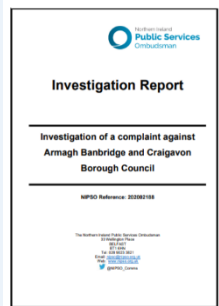
A woman whose autistic daughter needed constant care and attention said she felt 'isolated' by the lack of a social worker. We upheld the complaint, but recognised the difficult position faced by the health trust which contributed to the failures.

[Ombudsman critical of adult safeguarding in Northern Ireland](#)



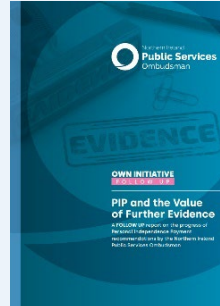
Ombudsman Margaret Kelly has spoken of the need to listen to family members when caring for vulnerable adults, amid concerns that Northern Ireland is falling behind when it comes to protecting the most vulnerable in society.

Council accused of not enforcing planning rules



We investigated a complaint from a woman that Armagh, Banbridge and Craigavon Borough Council didn't enforce its own planning rules over her neighbour's garden cabin.

PIP and the value of further evidence – follow up report



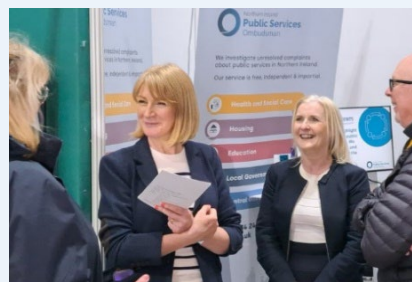
Our PIP follow up report found that out of the 33 recommendations we made to the Department for Communities in 2021, 10 have been fully met, 18 partly met, and 5 not yet met.

Supporting vulnerability in people accessing public services



We held a joint workshop on how best to support vulnerability in people accessing public services, bringing together those with experience of supporting individuals, including public services, voluntary organisations, and advocacy bodies.

Talking to people about the work of the Ombudsman



Our Engagement team travel throughout Northern Ireland to listen to people's concerns and to explain how we can help. Contact us if you are part of a community, voluntary or advocacy group and would like a visit from the team.

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