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## Northern Ireland Public Services Ombudsman

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### Introduction

1. The Office of the Northern Ireland Public Services Ombudsman investigates complaints from individuals who claim to have suffered injustice through maladministration by government departments, statutory agencies, public bodies, local government, health and social care bodies, general and independent health care providers, colleges, universities and boards of governors of grant-aided schools; undertakes own initiative investigations of systemic maladministration where there are grounds for so-doing; fulfils a statutory complaint standards function in respect of Northern Ireland public authorities and investigates and adjudicates on local government ethical standards complaints against councillors; considers complaints regarding judicial appointments made by Northern Ireland Judicial Appointments Commission (NIJAC); and promotes best practice in complaints handling and learning from complaints and improvements in ethical standards by councillors in local government.

**Part I**

£

	Voted	Non-Voted	Total
<b>Departmental Expenditure Limit</b>			
Resource	4,491,000	174,000	4,665,000
Capital	30,000	-	30,000
<b>Annually Managed Expenditure</b>			
Resource	16,000	-	16,000
Capital	-	-	-
<b>Total Net Budget</b>			
Resource	4,507,000	174,000	4,681,000
Capital	30,000	-	30,000
<b>Non-Budget Expenditure</b>			
Resource	-	-	-
Capital	-	-	-
<b>Net cash requirement</b>	<b>4,484,000</b>		4,484,000

Amounts required in the year ending 31 March 2025 for expenditure by the Northern Ireland Public Services Ombudsman on:

**Departmental Expenditure Limit:**

*Expenditure arising from:*

Investigating complaints of injustice suffered through maladministration by government departments, statutory agencies, public bodies, local government and health and social care bodies, general and independent health care providers, colleges, universities and boards of governors of grant aided schools; undertaking investigations into systemic maladministration without the need for complaint; improving standards of complaints handling by public bodies including publication of statistics, best practice and training; investigating and adjudicating on complaints on local government ethical standards against councillors; severance payments; governmental response to the coronavirus COVID-19 pandemic; UK COVID-19 Inquiry activities; activities that are required as a result of the United Kingdom's exit from the European Union; administration; backdated holiday compensation payments; related services; investigation of complaints about judicial appointments made by Northern Ireland Judicial Appointments Commission; other non-cash items.

*Income arising from:*

Recoupment of salary and associated costs for any seconded staff.

**Annually Managed Expenditure:**

*Expenditure arising from:*

Creation and movement in provisions.

The **Northern Ireland Public Services Ombudsman** will account for this Estimate.

Part II: Subhead detail

£'000

2024-25 Plans										2023-24 Provisions	
Resources							Capital			Resources	Capital
Gross 1	Administration Income 2	Net 3	Gross 4	Programme Income 5	Net 6	Net Resources 7	Gross 8	Income 9	Net Capital 10	Net 11	Net 12
Spending in Departmental Expenditure Limits (DEL)											
Voted expenditure											
-	-	-	4,491	-	4,491	4,491	30	-	30	3,997	60
Of which:											
1: Investigation and Adjudication											
-	-	-	4,491	-	4,491	4,491	30	-	30	3,997	60
Non-voted expenditure											
-	-	-	174	-	174	174	-	-	-	160	-
Of which:											
2: Ombudsman Salary											
-	-	-	174	-	174	174	-	-	-	160	-
Total Spending in DEL											
-	-	-	4,665	-	4,665	4,665	30	-	30	4,157	60
Spending in Annually Managed Expenditure (AME)											
Voted expenditure											
-	-	-	-	-	-	-	-	-	-	-	-
Of which:											
3: Provisions											
-	-	-	16	-	16	16	-	-	-	-	-
Total Spending in AME											
-	-	-	16	-	16	16	-	-	-	-	-
Total for Estimate											
-	-	-	4,681	-	4,681	4,681	30	-	30	4,157	60
Of which:											
Voted Expenditure											
-	-	-	4,507	-	4,507	4,507	30	-	30	3,997	60
Non-voted Expenditure											
-	-	-	174	-	174	174	-	-	-	160	-

**Part II: Resource to cash reconciliation****£'000**

	2024-25 Plans	2023-24 Provisions	2022-23 Outturn
<b>Net Resource Requirement</b>	<b>4,681</b>	<b>4,157</b>	<b>4,044</b>
<b>Net Capital Requirement</b>	<b>30</b>	<b>60</b>	<b>46</b>
<b>Accruals to cash adjustments</b>	<b>-53</b>	<b>-212</b>	<b>-424</b>
<i>Of which:</i>			
<i>Adjustments for ALBs:</i>			
Remove voted resource	-	-	-
Remove voted capital	-	-	-
Add cash grant-in-aid	-	-	-
<i>Adjustments to remove non-cash items:</i>			
Depreciation, impairments and revaluations	-237	-212	-199
New provisions and adjustments to previous provisions	-	-	-
Prior Period Adjustments	-	-	-
Other non-cash items	-	-	-
<i>Adjustments to reflect movements in working balances:</i>			
Increase (+) / Decrease (-) in stock	-	-	-
Increase (+) / Decrease (-) in debtors	-	-	-20
Increase (-) / Decrease (+) in creditors	200	-	-250
Use of provisions	-16	-	45
<b>Removal of non-voted budget items</b>	<b>-174</b>	<b>-160</b>	<b>75</b>
<i>Of which:</i>			
Consolidated Fund Standing Services	-174	-160	-162
Other adjustments	-	-	237
<b>Net Cash Requirement</b>	<b>4,484</b>	<b>3,845</b>	<b>3,741</b>

**Part III: Note A - Statement of Comprehensive Net Expenditure & Reconciliation Table**

£'000

	2024-25 Plans	2023-24 Provisions	2022-23 Outturn
Gross Administration Costs	-	-	-
<i>Less:</i>			
Administration DEL Income	-	-	-
<b>Net Administration Costs</b>	-	-	-
Gross Programme Costs	4,681	4,217	4,107
<i>Less:</i>			
Programme DEL Income	-	-	-
Programme AME Income	-	-	-
Non-Budget Income	-	-	-
<b>Net Programme Costs</b>	<b>4,681</b>	<b>4,217</b>	<b>4,107</b>
<b>Net expenditure for the year (Accounts)</b>	<b>4,681</b>	<b>4,217</b>	<b>4,107</b>
<i>Of which:</i>			
Resource DEL	4,665	4,157	4,152
Capital DEL	-	60	-
Resource AME	16	-	-45
Capital AME	-	-	-
Non-Budget	-	-	-
<i>Adjustments to include:</i>			
Consolidated Fund Extra Receipts in the budget but not in the SoCNE	-	-	-
<i>Adjustments to remove:</i>			
Capital in the SoCNE	-	-	-
Non-Budget Consolidated Fund Extra Receipts in the SoCNE	-	-	-
Other adjustments	-	-	-
<b>Total Resource Budget</b>	<b>4,681</b>	<b>4,217</b>	<b>4,107</b>
<i>Of which:</i>			
Resource DEL	4,665	4,217	4,152
Resource AME	16	-	-45
<i>Adjustment to include:</i>			
Prior period adjustments	-	-	-
Other adjustments	-	-	-
<b>Total Resource (Estimate)</b>	<b>4,681</b>	<b>4,217</b>	<b>4,107</b>

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**Part III: Note C - Analysis of Consolidated Fund Extra Receipts**

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No CFER income or receipts are expected in 2024-25 or 2023-24. No CFER income or receipts were received in 2022-23.

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**Part III: Note D - Explanation of Accounting Officer responsibilities**

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The Accounting Officer prepares resource accounts for each financial year.

The following individual **is** responsible for the expenditure within this Estimate:

**Accounting Officer:**

**Margaret Kelly**

**Margaret Kelly** has personal responsibility for the proper presentation of the department's resource accounts and their transmission to the Comptroller & Auditor General, and is also responsible for the use of public money and stewardship of assets.

In discharging these responsibilities, particular regard is given to:

- observing any accounting and disclosure requirements (including any Accounts Direction) and applying suitable accounting policies on a consistent basis;
- making judgements and estimates on a reasonable basis;
- stating whether applicable accounting standards, as set out in the Financial Reporting Manual (FRoM), or an organisation's version of it, have been followed, and explain any material departures in the accounts; and
- preparing the accounts on a going concern basis.

The responsibilities of an Accounting Officer, including responsibility for regularity and propriety of the public finances for which an Accounting Officer is answerable, for keeping proper records and safeguarding assets, are also set out in Chapter 3 of Managing Public Money Northern Ireland.

Part III: Note I - Contingent Liabilities

Nature of Liability	£'000
Legal challenges on decisions made by the Ombudsman / Local government Comissioner for Standards and an ongoing Employment Tribunal.	Unquantifiable