

# Supplemental Items for Scrutiny Commission

**Tuesday, 20 June 2023 at 6.30pm**  
in Council Chamber Council Offices  
Market Street Newbury

## Part I

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14. **Scrutiny Commission Work Programme**

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Purpose: To receive new items and agree and prioritise the work programme of the Commission.



Sarah Clarke

Service Director (Strategy & Governance)

For further information about this/these item(s), or to inspect any background documents referred to in Part I reports, please contact Gordon Oliver on (01635) 519486

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Further information and Minutes are also available on the Council's website at

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## Potential Scrutiny Topics (Addendum)

The following has been identified as a topic for a future scrutiny reviews.

Topic
<p><b>Local Government &amp; Social Care Ombudsman Case – Housing Service</b></p> <ul style="list-style-type: none"><li>• To provide details on the recent case which was reviewed by the Local Government and Social Care Ombudsman (LGSCO).</li><li>• Following investigations, the LGSCO upheld their decision and found there to have been maladministration and injustice in relation to how a homelessness application was managed in December 2020.</li><li>• The findings of the LGSCO and the full report have been made available publicly and shared with staff as part of the service’s ongoing continuous improvement process.</li><li>• As part of the sanctions which have been imposed by the LGSCO, the Council is required to consider the Ombudsman’s report at a decision making body made up of elected Members to review the findings of this case and ensure that lessons learned are embedded in service delivery models.</li><li>• The full report can be accessed via the LGSCO website: <a href="https://www.lgo.org.uk/decisions/housing/homelessness/21-014-573?chapter=2#Recommendations">https://www.lgo.org.uk/decisions/housing/homelessness/21-014-573?chapter=2#Recommendations</a></li></ul>

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