

## 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>