



LGSCO PI REPORT TRACKER - Final Report 2 of 13/03/23 lgo ref : 22013057

ACTION	DETAIL OF ACTION	NEXT STEPS	STATUS
COUNCIL MUST CONSIDER REPORT AT CABINET/COMMITTEE	The Council must consider the report and confirm within three months the action it has taken or proposes to take. The Council should consider the report at its full Council, Cabinet or other appropriately delegated committee of elected members and we will require evidence of this. (Local Government Act 1974, section 31(2), as amended). Let us know by 15 April when your Council will consider the report and when we may expect to receive a response. If that deadline causes a problem, please let us know.	Relevant committee must be identified and arrangements made before deadline to inform/evidence to LGSCO. Audit Committee has been suggested where next meeting is 23 April however this would be before publication date of 23 May meaning it not suitable. A committee date of after 23 May needs to be identified to avoid public disclosure of report before publicaiton	Completed
PUBLIC NOTICES AND REPORT COPIES AT OFFICE	Section 30 of the 1974 Act requires your Council to place two public notices in local newspapers and/or newspaper websites. To complete your statutory requirements you should place these announcements within two weeks of us publishing the report. We enclose a specimen public notice at the end of this letter which you may find helpful. Please let us know when you have placed these notices. You should also make copies of the report available free of charge at one or more of your offices.	Next to inform and prepare with comms team for public notices to be published as directed. Need to ensure copies of report are printed and available in the location/office as directed in the specimen notice (see comments)	Completed
WRITTEN APOLOGY TO COMPLAINANT	Send a written apology to Miss X for the distress caused to her by its delay in considering her housing register application, failure to consider her medical conditions, delay in considering her request for a review, retracting its offer for a further review and failing to notify her of her right to seek a review of its decision to award band 2B priority. We publish guidance on remedies which sets out our expectations for how organisations should apologise effectively to remedy injustice. The organisation should consider this guidance in making the apology	Housing Service to ensure written apology to complainant that meets the parameters of the previous box - can use apology to request payment details if not already on file	Completed
REMEDY PAYMENT	Make a symbolic payment of £500 to Miss X to acknowledge the distress caused to her	Housing Service to ensure bank details of individual obtained - can do via apology letter to request this and arrange payment of £500.00 to be paid to complainant	Completed

ACTION PLAN FOR REDUCING DELAY IN HOUSING REGISTER APPLICATION DECISIONS	Draw up an action plan with clear timescales for reducing the delay in considering applications for the housing register to ensure applications are decided within eight weeks. The Council should provide a quarterly report to the relevant committee to ensure democratic oversight.	Housing Service to ensure production of an action plan (if not one already) and to arrange a quarterly report of this in a way that gets the relevant oversight - this needs to be arranged in a way that the deliverables communicate a demonstrable way to reduce the delay in an evidenced way	Completed
LEARNING REMINDERS FOR OFFICERS	- By training or other means, remind officers of the need to ensure they consider whether an applicant who does not have a local connection has housing needs, including medical needs, when considering housing register applications.	THIS SHOULD NOT HAPPEN BEFORE PUBLICATION ON 23 MAY - Housing Service should arrange a team meeting and sharing of the final report and its reminders with all relevant officers with evidence recorded of this via the sent email sharing the report as well as minutes/agenda of meeting to evidence this occurred	Completed
REVIEW OF TEMPLATE LETTER	Review its template letter to ensure it notifies applicants of their right to seek a review of decisions on their housing application in accordance with the Council's housing allocation policy.	Housing Services should ensure the template letter is reviewed and amended to meet this requirement	Completed
PRESENTATION OF PUBLIC REPORT TO MEMBER ATTENDED COMMITTEE	Relating back to Action 1 above - once identified and arranged at relevant committee the report will need to be presented to the relevant committee and feedback provided to LGSCO	Once committee identified - report to be added to the agenda - presented and then LGSCO informed of this with evidence	Completed

