

Annexe 2

Outcome of complaints about Waverley’s services upheld by the Local Government Ombudsman in 2021/22

Details of complaint	Outcome	Lessons Learned/Action Taken
<p>Concern expressed about the Council’s response to a homelessness application made on behalf of a vulnerable 17 year old who was referred to Children’s Services without officers first finding out more about the young person’s circumstances, and the extent to which Children’s Services could provide assistance.</p>	<p>The Council found to be at fault for not providing more assistance to the 17 year old. However, this did not cause personal injustice because even if officers had contacted Children’s Services this would not have made any difference to the progress of the assessment within Children’s Services who were able to provide the accommodation needed.</p>	<p>Service improvement needed and completed.</p> <p>Evidence was provided to the LGSCO within three months of the final decision that Waverley had reviewed its procedures to ensure appropriate support and information provided in response to approaches by or on behalf of homeless 16 to 25 year olds.</p>

Details of complaint	Outcome	Lessons learned/action taken
<p>Council failed to give the complainant's family enough help with their housing situation and they were living in an unsuitable and overcrowded property.</p>	<p>The Council should have arranged for a complete Housing Health and Safety Rating System (HHSRS) assessment and then should have reviewed the complainant's priority banding if statutory overcrowding was identified.</p>	<p>The Council to carry out an HHSRS assessment at Mrs C's property within six weeks of the Ombudsman's final decision.</p> <p>If the HHSRS assessment identified a category 1 overcrowding hazard the Council should within one month of the outcome of the assessment:</p> <ul style="list-style-type: none"> a) review the complainant's priority banding including its discretionary consideration of an award of Band B due to exceptional circumstances and backdate any award to January 2021 and provide the outcome of this review to the complainant in writing; and b) review its decision not to fund works to make the outhouse habitable and provide the outcome of this review to the complainant in writing. <p>Council asked to provide the Ombudsman with information about what steps it is taking to source larger temporary accommodation and procure more 4 plus bed social housing properties in its area within three months of the final decision.</p> <p>All recommended actions completed.</p>

