



Worcester

CITY COUNCIL

REPORT OF LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN

The Local Government and Social Care Ombudsman has issued a report following its investigation of a complaint about Worcester City Council. The complaint was about Private Sector Rented Housing. The Ombudsman found that there had been fault on the part of the Council, and this had caused injustice to the complainant.

The City Council recognises the short fallings highlighted in this case and has made improvements as to how reports from tenants of poor conditions in Private Sector rented homes are investigated, as well as the internal processes to support tenants when reporting sub-standard conditions. The Council has also apologised to the tenant concerned, which has been welcomed by the Ombudsman.

The Council's Standards Committee will also be considering the report at its forthcoming meeting on 27th June 2023 and send its final report back to the Ombudsman on all the actions and improvements completed as a result of this case.

Copies of the Ombudsman's report are available for public inspection during normal office hours at the City Council's Customer Service Centre, 89 High Street, Worcester WR1 2EY for three weeks. Anyone is entitled to take copies of the report or extracts from it. Copies will be supplied free of charge. The report is also available on the Local Government and Social Care Ombudsman website.