
LGSCO Report of Maladministration causing injustice (Housing) – Ms X

Overview Select Committee date: 3rd December 2025

Report of the Director of Housing: Chris Burgin

Useful information

- Ward(s) affected: N/A
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- Report version number: 1

1. Summary:

- 1.1 Ms X complained to the Local Government and Social Care Ombudsman (LGSCO) that the Council failed to provide sufficient support with her homelessness and failed to provide suitable accommodation for her and her children.
- 1.2 By report dated 7th October 2024 and formally published on 14th November 2024 the LGSCO, pursuant to her powers under Part III Local Government Act 1974, found that Leicester City Council (LCC) had been guilty of maladministration causing injustice to Ms X. The full report can be found online here - [23 015 268 - Local Government and Social Care Ombudsman](#)
- 1.3 An executive decision was taken on 22nd May 2025 to decline to comply with the two of the seven recommendations of the LGSCO regarding payment of compensation to Ms X. The report and decision notice can be found using the following links [Executive decisions](#) and [LGSCO Decision Notice.pdf](#)
- 1.4 A second report was produced by the LGSCO on 28th August 2025 and published on 10th September 2025 in relation to Ms X, due to the Council's refusal to comply with some recommendations made in their original report. The LGSCO second report can be viewed using this link [23 015 268 fr - Local Government and Social Care Ombudsman](#). The Council presented the findings at a Full Council meeting on 18th September 2025, see link to this report [Executive decisions](#)
- 1.5 Full Council were requested to note the second LGSCO report and that the City Mayor shall write to the Secretary of State in response to this case. It was agreed, to ask Overview Select Committee (OSC) to consider the Council's letter to the Secretary of State, together with his reply, in considering whether a payment be made.
- 1.6 This report is a follow-up and introduces the two letters as described above.

2. Recommendations:

- 2.1 That OSC consider the letter to the Secretary of State and the response from the Minister of Housing.

3. Report:

- 3.1 Further to the summary outlined above, the City Mayor wrote a letter to the Secretary of State for Housing, Communities and Local Government. The letter outlined Leicester's Homelessness position, the challenges around demand for services and spiralling temporary accommodation costs, and setting out our position in response to LGSCO findings and recommendations.

A full copy of City Mayor's letter dated 21st October 2025 can be seen in **appendix 1**.

- 3.2 On 10th November 2025, the Minister of State for Local Government and Homelessness responded by noting the City Mayors comments, recognising the Council are experiencing significant homeless pressures and all that we are doing to eliminate the usage of Bed & Breakfast style accommodation. The Minister has made clear that they do not interfere with the Ombudsman investigation and that it wouldn't be appropriate for them to comment on this specific matter. They clarified that the Government has no intention of changing the law but instead, are determined to tackle the issues of families in this type of accommodation by providing additional investments.

A full copy of the reply from the Minister of State can be seen in **appendix 2**.