
Housing's Response to LGSCO Findings – Mr X

January 2026

Key LGSCO Findings

June 2023 to July 2024

- Mr X complained that the Council incorrectly said he declined a property **not investigated by LGSCO**
- Council completed timely housing needs assessments on two occasions and decided on duty owed **No Fault Found**
- Mr X's complaint that the Council failed to provide accommodation for a 3-day period **No Fault Found**

Faults Found

- Delayed review of personalised housing plan (PHP) Failure to notify Mr X's right to review suitability of his temporary accommodation
- Delays in decision to award main housing duty
- Communicating poorly about Mr X's housing status
- Failure to move customer to self-contained accommodation after 6 weeks in B&B accommodation



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LGSCO Recommendations

- Written apology to Mr X for the faults identified **Completed**
- Symbolic payment of £500 to acknowledge the distress caused by the failures **In Progress**
- Council to consider at its full Council, Cabinet, or other appropriately delegated committee of elected members **Completed**
- LGSCO satisfied the Council has already agreed to service improvements to eliminate the use of B&B accommodation for families therefore not repeated those recommendations **No Further Action Required**
- To make a symbolic payment of £3,525 due to the B&B stay for 42 weeks longer than the family should have. Calculated at £150 a week from entry to B&B until the Council made an offer of accommodation in November 2023 (5 weeks in total) and £75 per week from 7 November 2023 to 29 July 2024 (37 weeks in total) **Not Agreed**



Council's Response

- Accepted failings and learnings from this case and ongoing actions to implement the strategic and operational learning
- Acknowledged the difficulties faced by homelessness families & Councils moral responsibilities and legal duties
- Accommodation requirement was for a large family 5/6 bed – limited availability
- Private Rented offer in Nov 2023 could have ended the ongoing stay in B&B by 37 weeks if accepted by the family
- Historical issues around resourcing, capacity and staff retention during this period, growing the team to fix this
- Unprecedented demand for Housing, Council declared Housing Crisis, this continues to be a national pressure, large Investments to tackle Homelessness in Leicester
- Considered complying with all recommendations except for £3,525 due to B&B stay & respectfully challenge this recommendation

Councils Reasons for Non-payment

- Acknowledged the Regulations dated 2003 which render accommodation beyond 6 weeks as unsuitable, legislation dates back 20 years
- Geopolitical context has changed since including policies made by multiple different Govts including MHCLG & Home Office
- National crisis including the impact of international forces beyond LA control, penalty deemed unfair to LA and the taxpayers of Leicester
- Local demand has increased by 219% in the last decade
- Other complainants seeking compensation similarly to this case may lead to unbalanced budgets. Over the last 12 months, the estimated cost to the Council would be in the region of £250k
- Nationally, the estimated cost could equate to £6-£7m
- Risks this would contribute to the serving of S114 causing detrimental impact and loss of services for the local people of Leicester
- Unprecedented overdemand for housing and systemic shortage of housing – this is a national crisis
- Council is investing tens of millions to fix the problem, exposing LAs to pay 000s in compensation may set-back plan to fix wider problems

Publication

- Decision date 9th October 2025, published on LGSCO website
- Formally published a public interest report on 6th November 2025 resulting in promotion within the media
- Articles in various media outlets
- Council placed two public notices in the newspaper and website to inform of the LGSCO report and findings
- Hard copies of the report were made available for public inspection at City Hall with options to take extractions from report and copies supplied free of charge

Overall Compliance with LGSCO

- In 2024/25, LGSCO dealt with 118 complaints from the Councils various divisions not just Homelessness. From a total of 23 investigations, 17 were upheld in the complainant's favour.

Not for LGSCO	Assessed & Closed	Investigated	Total
28	67	23	118
Upheld	Average	Adjusted for LCC Population	
17 from 23 74%	Compares to an average of 80% in similar Authorities	4.5 upheld decisions per 100,000 residents in Leicester. Average for Unitary Authorities is 5.3 upheld per 100,000	

- We have identified 8 from total above were linked to Homelessness and 5 out of 8 were not investigated. Housing always complies with compensation amounts and recommended actions where fault is identified
- In the case of Mr X, our partial disagreement with a recommendation reasons as explained within the report
- This data does not include Housing Ombudsman complaints.

LGSCO Power & Legal Position

- LGSCO can recommend but does not have the power to compel compliance.
- Monitoring Officer under a duty to prepare report for the Executive to consider and to formally reply.
- LGSCO may issue a further adverse report.
- If so, such report must be considered by Full Council.
- It must also be subject to publicity.

National Homelessness Pressures

- **In December 2024**
- **127,890** Households in Temporary Accommodation,
- From the above number, **14,250** were in B&B accommodation and **2,070** of those were family households with children over the statutory limit of 6 weeks
- Locally we have **13** households in B&B over 6 weeks compared to 188 in July 2024 – **93% reduction**
- There is a chronic housing shortage across the UK including affordable housing, supply of housing not keeping up with demand
- Government aiming to build 1.5m homes over the current parliament but significant challenges due to existing planning system, shortage of skilled workers construction sector and cost of living impacting the price of materials

Increasing Temporary Accommodation

- Decision - March 2024 to invest £45m in Temporary Accommodation delivery of 135 family temporary accommodation properties and 118 single temporary accommodation units
- 125 new leases
- Additional Homelessness Prevention officer and other staff to strengthen services

- Proposal for a further £50m to be invested in 250 further self contained Temporary accommodation properties (160 family/90 single)
- &Additional Homelessness Prevention officer and other staff to strengthen services

Increasing Affordable Housing

- Between 2019/20 and 2022/23 a total of 1,080 properties were delivered to tackle the housing crisis in Leicester
- Further plans to increase affordable housing in Leicester by 1,520 units
- Delivered 165 units in 2023/24
- On track to deliver 1,500 permanent new Affordable homes

2023/24	2024/25	2025/26	2026/27	Total
165	424	440	471	1,500

Homelessness Pressures - Mitigations

- Strong prevention rates to avoid people facing Homelessness
- £45m spent delivering 135 family TA properties and 118 Single TA properties
- £50m proposed to deliver 250 Self Contained TA properties (160 family/90 single)
- Ongoing allocation of 40% of all HRA Housing to Homelessness cohort
- Bigger PRS scheme to deliver 500 PRS lets up from (240) in 25/26
- LCC Acquisitions and New Build Housing alongside RP deliver set to deliver 1,500 permanent Affordable Homes
- Seeking to secure over £48m from Homes England of Affordable Housing funding to deliver more permanent homes
- Working to prepare Non-Strategic Local Plan sites to deliver over 600 units of Affordable housing in conjunction with RPs