

**Homes and Neighbourhoods Directorate**  
**222 Upper Street, N1 1XR**

Report of: Ian Swift, Director of Housing Operations

Meeting of: Housing Scrutiny Committee

Date: 6<sup>th</sup> February 2024

Ward(s): All electoral wards

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## Subject: Housing Ombudsman Paragraph 49 Investigation Update

### 1. Synopsis

- 1.1. The aim of this report is to provide the Housing Scrutiny Committee with an update on outcomes of the Housing Ombudsman paragraph 49 investigation into Islington Council, which concluded, and report published in October 2023.
- 1.2. The Housing Ombudsman made 21 recommendations in the special report on Islington Council.
- 1.3. An action plan has been created to address all 21 recommendations, as set out in the Housing Scrutiny Committee report presented to committee on 8<sup>th</sup> January 2024.
- 1.4. The Homes and Neighbourhoods service has recently met with the Housing Ombudsman as part of the investigation monitoring process.

### 2. Recommendations

- 2.1. For the Housing Scrutiny Committee to note this update and progress made against the next steps following the paragraph 49 investigation.
- 2.2. To approve that the report of updates related to the investigation, action plan and updates from the Housing Ombudsman are provided at quarterly Housing Scrutiny Committee meetings in 2024.

## 3. Update

- 3.1. The Acting Corporate Director Homes and Neighbourhoods and Head of Integrated Services met with representatives of the Housing Ombudsman and the investigation leads on Monday 15<sup>th</sup> January 2024.
- 3.2. The current version of the action plan (appendix 1.) was presented and sent to the Housing Ombudsman, including additional supporting documentation, as agreed during the 15<sup>th</sup> of January 2024 meeting.
- 3.3. The Homes and Neighbourhoods service is awaiting feedback from the Housing Ombudsman on the current version of the action plan and confirmation of timelines for the monitoring period.
- 3.4. The Homes and Neighbourhoods service is confident we will address all 21 recommendations with specific, measurable, achievable, realistic and time-based actions.
- 3.5. The service is using the Housing Ombudsman special investigation report to ensure the best services are offered to Islington Council residents and will be the best housing service in the country in the next two years.

## 4. Implications

### 4.1. Financial Implications

- 4.1.1. There are no financial implications and the costs for this work will be incorporated within existing budgets.

### 4.2. Legal Implications

- 4.2.1. There are no known Legal Implications associated with this report.

## 5. Reasons for recommendations

- 5.1. To ensure appropriate and transparent governance.

## 6. Appendix

- 6.1. HO Action Plan - 20231220