

Housing

Ombudsman Service

Housing Ombudsman Update
Polly Cox
Sector Learning & Development Manager
13 November 2024

Agenda



A Relationship of Equals



The Resident Panel



Severe Maladministration Report



The Centre for Learning

A Relationship of Equals



- Why Attitudes, Respect and Rights?
- Key findings from our call for evidence
- Cross Cutting Themes
- Recommendations

The Resident Panel



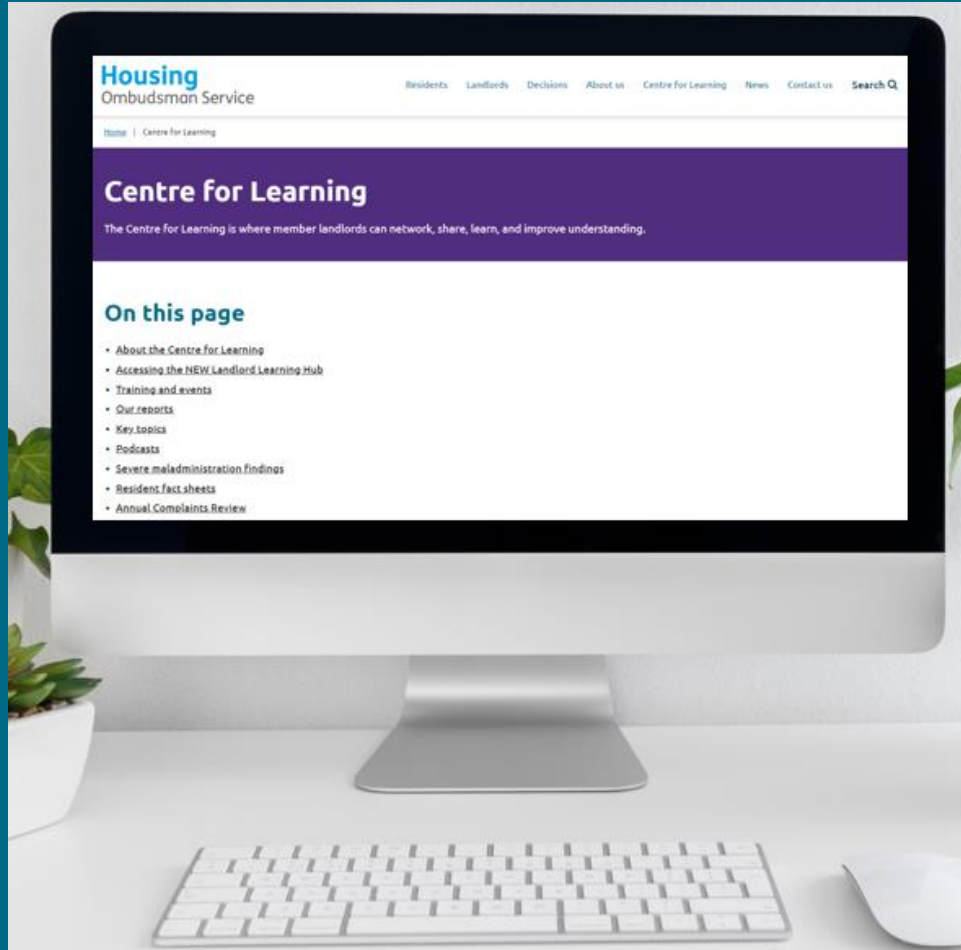
- ✓ Share views
- ✓ Shape our service
- ✓ Learn more about the Ombudsman
- ✓ Talk to others

Learning from Severe Maladministration Stigmatising Temporary Accommodation Processes September 2024



- Communication
- Timing
- Policy and Practice

Centre for Learning



- Learning Hub
- eLearning
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- Webinars
- Case study library

Contact us



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