

Council Accountability Crisis: We're Taking Action

From: Shahid Mahmood, CEO, Blossom Group

What We've Done

We sent formal letters to **Newham, Redbridge, and Waltham Forest Councils** in December 2025 and January 2026 with urgent follow-ups demanding accountability.

Response Status

- ✔ **Waltham Forest:** Engaged
- ✗ **Newham:** Silent
- ✗ **Redbridge:** Silent

What This Means

Two councils are actively ignoring their legal obligations to serve vulnerable communities. **This silence is institutional neglect.**

No Face-to-Face Services

Complex forms with zero support. Digital-only systems excluding those without laptops or internet access.

English-Only Barriers

Language barriers used deliberately to discriminate against vulnerable residents seeking essential services.

Years-Long Delays

Residents wait YEARS for housing help while councils systematically break the law with impunity.

Unfair Penalty Notices

PCNs issued to residents who cannot understand them, with appeals processes deliberately made inaccessible.

The Barriers You Face Every Day: Dismissive treatment. Complex forms without support. Digital-only systems. Years-long delays. Language exclusion. And now—**unfair Penalty Charge Notices you cannot challenge.**

Councils Are Breaking The Law

1 Equality Act 2010

Must make reasonable adjustments, provide language support, and ensure accessibility for all residents.

2 Public Sector Equality Duty

Must eliminate discrimination, advance equality of opportunity, and foster good relations between communities.

3 Housing Act 1996 & Homelessness Reduction Act 2017

Must assess and help all eligible applicants without exception or delay.

4 Human Rights Act 1998

Right to respect for private and family life, fair treatment, and protection from discrimination.

5 Care Act 2014

Must provide accessible information, advice, and support services to vulnerable people.

6 Local Government Acts

Duty to promote community wellbeing, consult residents, and maintain accountability.

❑ **When councils ignore communities, refuse to engage, and target vulnerable residents with fines—they are failing their fundamental purpose and violating the law.**

What Public Services MUST Mean

Service

Accessible to all, especially the most vulnerable members of our community.

Accountability

Respond to communities, explain decisions, and be transparent in all actions.

Inclusion

Remove barriers, provide language support, and offer face-to-face options.

Legal Compliance

Follow the law without exception, excuse, or delay.

Our Escalation—What We're Doing NOW

All cases now go directly to Mayor's/Leader's Offices and Chief Executives. We will not stop until we receive full compliance.

- 1 Written responses to ALL correspondence**
Every letter, every request, every concern must receive a formal response with clear timelines.
- 2 Named senior contacts for urgent cases**
Direct access to decision-makers who can act immediately on critical housing and care needs.
- 3 Accessible service routes established**
Face-to-face appointments, language support in all major community languages, and non-digital options available.
- 4 Ongoing dialogue mechanisms created**
Regular meetings, community consultations, and transparent communication channels with accountability.
- 5 Fair PCN policies and accessible appeals**
Clear guidance in multiple languages, simple appeal processes, and protection for vulnerable residents.
- 6 Full compliance with legal obligations**
Every law followed, every duty fulfilled, every right protected without exception.
- 7 Action plans with specific timelines**
Concrete commitments with dates, milestones, and measurable outcomes we can track.

We Are Also:

- Copying MPs and all ward councillors on every case
- Reporting systemic failures to the Local Government Ombudsman
- Documenting all failures and building comprehensive evidence
- **Prepared for legal challenges and judicial review if necessary**
- Building evidence of systemic discrimination for enforcement action



The PCN Scandal: Financial Exploitation

The Problem

Residents are issued Penalty Charge Notices they cannot understand. Appeals processes are deliberately inaccessible. Language barriers prevent legitimate challenges. Digital-only systems exclude vulnerable people.

The Impact

Many residents pay fines they shouldn't because they cannot navigate the system. This is not enforcement—**this is financial exploitation of vulnerable communities.**

Our Demand

Accessible PCN information in multiple languages. Simple, clear appeal processes. Face-to-face support for challenges. Protection for residents with disabilities or language barriers. **Justice, not exploitation.**

Why This Is Urgent and Non-Negotiable

100s

Monthly Need

Hundreds of vulnerable residents need urgent help every month and are systematically turned away.

YEARS

Waiting Times

People wait YEARS for housing help while councils deliberately break the law with impunity.

1000s

Families Affected

Thousands of vulnerable families systematically excluded from services they legally deserve.

This is not about special treatment. This is about enforcing the law.

This is not optional for councils. This is their legal obligation.

Language barriers are being used to discriminate. Digital-only systems are deliberate barriers designed to exclude. Residents are being financially exploited through unfair penalty notices. **Silence from councils is institutional neglect and a violation of the law.**

Our Commitment—We Will Not Stop



We Are Not Asking for Favors

We are demanding councils follow the law. These are legal obligations, not optional services.



We Will Not Be Silent

While communities are excluded, ignored, and exploited, we will fight with every tool available.



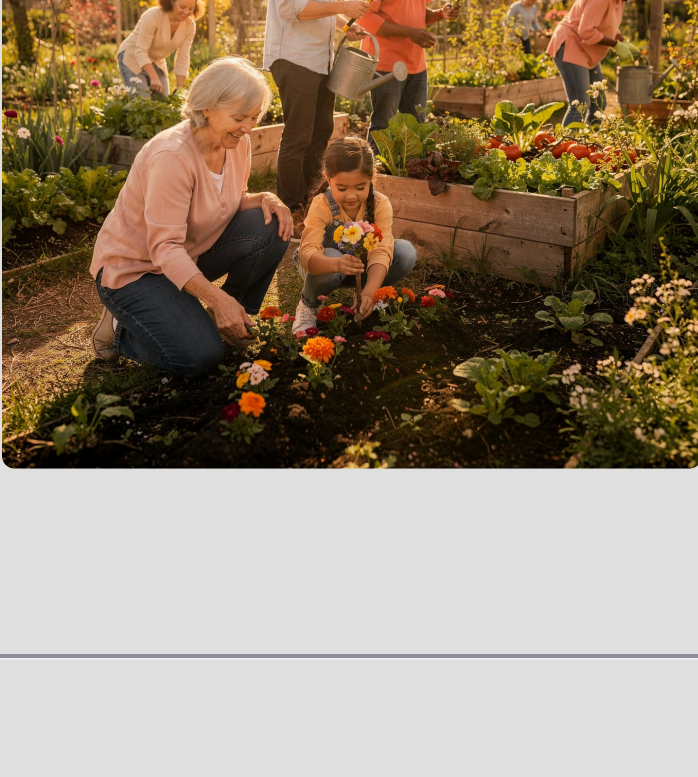
We Will Hold Them Accountable

Through escalation, documentation, legal action, and public pressure until compliance is achieved.

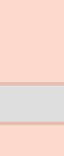
Contact Us If You:

- Need urgent housing or social care support and have been turned away
- Have been unfairly issued a Penalty Charge Notice you cannot understand or challenge
- Have been denied essential services due to language barriers
- Face digital exclusion preventing access to council services
- Have experienced dismissive or discriminatory treatment from council staff
- Want to join our fight for accountability and justice

Together, we will fight for your rights.



Know Your Rights ✔



Accessible Housing Services

You have the right to housing assessment and support in a way you can understand and access.



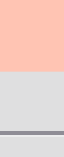
Language Support

You have the right to interpretation and translation services for all council interactions.



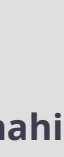
Face-to-Face Assistance

You have the right to in-person appointments and human support, not just digital forms.



Challenge Unfair Fines

You have the right to understand penalty notices and access simple, clear appeals processes.



Dignity and Respect

You have the right to be treated with dignity, not dismissed or discriminated against.



Hold Councils Accountable

You have the right to demand your council follows the law and serves your community.

❑ **These are not privileges. These are legal rights established by Acts of Parliament. And we will defend them with every resource at our disposal.**

We Will Not Stop

Shahid Mahmood
CEO, Blossom Group

This is our promise: We will hold these councils accountable until every resident can access the services they legally deserve. Justice delayed is justice denied—and we will not accept either.