

SPSO decision report

Case: 201103811, South Lanarkshire Council
Sector: local government
Subject: homeless person issues
Outcome: upheld, no recommendations

Summary

Mr C complained on behalf of his daughter (Ms A). Ms A has a disability and Mr C is her main carer. When Ms A presented herself to the council as homeless, they placed her in temporary accommodation. Mr C was concerned that the accommodation was not suited to his daughter's needs and he was also unhappy as he felt that the council did not attend appropriately to problems that Ms A encountered while in that accommodation.

We upheld Mr C's complaints. Our investigation found that the council had allocated Ms A a temporary property which, in the circumstances, was the most suitable one available. There had, however, been a delay in providing further required adaptations. The council had recognised that they did not carry out equality impact assessments on their temporary accommodation, and had since put this in place. They had also added a new unit to their temporary accommodation facilities, fitted with aids and adaptations. We also found that although the council had responded reasonably when repairs were reported to be needed, there had been a problem with accumulation of rubbish outside the property, which had resulted in a number of problems for Ms A. We noted, however, that the council had taken appropriate action to stop this happening again and so we did not find it necessary to make any recommendations.