

SPSO decision report

Case: 201100830, Fife Council
Sector: local government
Subject: homeless person issues
Outcome: not upheld, recommendations

Summary

Ms C was living in temporary accommodation. She complained that the council unreasonably failed to consider her personal circumstances when they made offers of permanent housing in an area that was not her first choice.

During our investigation we found that, due to a severe lack of suitable properties, the council was unable to offer a permanent house in Ms C's preferred area. We found that they had offered two properties that they considered met her assessed needs, and which were in the nearest town to her area of choice. This meant that the council had discharged their statutory duty to Ms C as a homeless applicant.

We found no evidence that the council had failed to properly handle her application, however, we were concerned about the length of time she had spent in temporary accommodation.

Recommendation

We recommended that the council:

- apologise for the delay in offering Ms C a permanent house.