

SPSO decision report

Case: 201300769, The City of Edinburgh Council
Sector: local government
Subject: factual error in decision-making
Outcome: not upheld, no recommendations

Summary

Mr C, who has a disability, complained about the council's handling of his application for a community care grant from the Scottish Welfare Fund. In particular, he complained that the items he had requested should have been identified as high priority and that the decision-making in his case was wrong.

Our investigation considered the Scottish Government's guidance setting out the process for councils to follow. In Mr C's case, the council had explained to him that they had refused his application because they considered that, based on the information he had provided, there was not a risk of him going into care if the grant was refused. Mr C appealed against this but the council confirmed their decision. Mr C then requested a further review of the decision (second tier review), and it was considered by a panel of people of who did not work for the Scottish Welfare Fund team. After the second tier review, the council decided, as there was new medical information, to award him a grant for one of the items he had requested. We noted that the explanations given by the council for their decision could have been better, but we did not uphold his complaint.