

SPSO decision report

Case: 201703572, The Moray Council
Sector: local government
Subject: policy / administration
Decision: not upheld, no recommendations

Summary

Mr C complained to the council that they had failed to provide him with appropriate advice and support with respect to his housing and mental health concerns. In their response, the council explained their obligations with respect to housing matters and advised that, as Mr C had never presented as homeless or engaged with housing services, there was no service failing on their part. They acknowledged Mr C's circumstances and committed to provide a full assessment of Mr C's housing and mental health needs. Mr C was later evicted from his property and brought his complaint to us.

We agreed with Mr C that we would consider the actions and response of the council following receipt of his complaint and full disclosure of his circumstances. We considered the council had taken steps to try and offer Mr C advice and assistance with respect to his housing circumstances. The council had followed up on concerns with regard to Mr C's mental health and had made arrangements for a mental health social worker to meet with Mr C. However, this appointment was cancelled by Mr C at late notice.

We were satisfied that the council had taken appropriate steps to respond to Mr C's concerns, assess his circumstances and offer advice and access to the services which may be available to him. We did not uphold the complaint.