

SPSO decision report

Case: 201508911, Glasgow City Council
Sector: local government
Subject: Scottish Welfare Fund: council failure to follow Scottish Government guidance
Outcome: upheld, recommendations

Summary

Mr C applied to the council for a Community Care Grant from the Scottish Welfare Fund after moving into a new, unfurnished home. He was initially awarded the majority of items he requested but was refused others, including hallway and bathroom carpets, a washing machine, and a microwave. Dissatisfied with this, he requested a review of the decision and was awarded a washing machine. He then requested a further review stating that he felt that not having a microwave and hallway or bathroom flooring was unacceptable due to his medical circumstances. However, this was refused, prompting Mr C to complain to us.

We found that the council had acted correctly when considering Mr C's medical circumstances at the first and second stages. However, they failed to evidence that they had considered his medical circumstances when assessing his final request for review and we found the level of information recorded at this stage to be poor. They had also failed to follow up on an offer from Mr C to provide supporting evidence from his doctor or social worker, which we found unreasonable in the circumstances. For these reasons, we upheld his complaint.

Recommendations

We recommended that the council:

- apologise to Mr C for the failings highlighted by our investigation; and
- seek advice from Mr C's doctor and social worker regarding the medical circumstances he described and then reconsider his Community Care Grant application.