

## SPSO decision report

**Case:** 201700955, North Ayrshire Council  
**Sector:** local government  
**Subject:** applications, allocations, transfers & exchanges  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained about how her application for accessible housing points (points awarded to someone to help them find an alternative property, on the basis that their current home is not suitable for their needs) was assessed.

We found that the council had appropriately arranged for an assessment by an occupational therapist. We found that this was in line with the council's procedures. We also found that, when Ms C had requested another assessment a year later, this was provided. The amount of points awarded was increased following this second assessment, as Ms C's ability to carry out normal tasks in her current home had deteriorated. We considered that this was reasonable and we did not uphold the complaint.