



REQUEST 17016

I am seeking information regarding your council's procedures and processes for making reasonable adjustments when accommodating homeless individuals who are in priority need, particularly those with disabilities and/or complex needs, including mental health conditions and autism.

Specifically, I would like to request the following information:

1. The Council's Procedures for Reasonable Adjustments:

Please provide details of your procedures for ensuring that reasonable adjustments are made for individuals who are homeless and in priority need, particularly those with disabilities and/or complex needs. This should include how the council ensures compliance with the Equality Act 2010 when accommodating such individuals, and how their specific needs (such as proximity to essential support services, accessibility, and communication requirements) are taken into account.

2. Temporary Accommodation Options for Disabled or Vulnerable Individuals:

Please provide a list of the temporary accommodation options available for individuals with disabilities and/or complex needs, particularly those who rely on support services, family, and friends within their home borough. How does the council determine the suitability of these accommodations based on the individual's requirements?

3. Transport Arrangements for Disabled or Vulnerable Individuals in Temporary Accommodation:

If a disabled individual or a person with complex needs is placed in temporary accommodation that is located far from their essential support networks and home borough (e.g., at a motorway service station 30+ miles away), what provisions

RESPONSE

We work within the Homelessness Code of Guidance in relation to suitability of accommodation. (See Chapter 17 within this attached link). [Homelessness code of guidance for local authorities - Chapter 17: Suitability of accommodation - Guidance - GOV.UK \(www.gov.uk\)](#)

There is no specific list of options. We look to match individual need to temporary accommodation in line with a person's assessed needs and do this by working with a range of housing providers alongside partner and support agencies.

It is rare to place an individual a long distance from support networks. We normally only place out of borough when there is a risk to the Homeless households in borough which means that they would not be returning to the area in any event and looking to relocate their household out of borough.

does the council make to ensure they can access vital support services on a daily basis? This may include transportation to appointments, assistance with travel costs, or any other support the council provides to facilitate their access to support services, family, and friends.

We can offer support with transport costs where required.

4. Support for Those Placed Far from Their Support Networks:

How does the council accommodate the specific needs of disabled individuals or those with complex needs (such as autism and mental health conditions) when they are placed in accommodation that is far from their essential support mechanisms? What processes or adjustments are in place to ensure that such individuals can maintain access to their vital support networks, including friends and family, if they are placed in temporary accommodation far from their home borough?

It is rare that individuals are placed out of borough or a far distance so it hasn't been an issue. If this was the case we can support with transport costs and would work with services and providers to ensure connectivity to local networks and support.

5. Policy and Guidance for Housing Officers:

Please provide any policies

Any policies/procedures relating to our approach to homelessness are included on the website: [Homelessness \(wigan.gov.uk\)](http://wigan.gov.uk)