

## SPSO decision report

**Case:** 201005054, Perth and Kinross Council  
**Sector:** local government  
**Subject:** policy/administration  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained that the council had allowed upgrade works on a road in their area without instructing the inclusion of additional traffic calming measures that were agreed in 2007.

The council told us that after writing to Mr C in 2007, they had reached a compromise with the developer, and agreed for an independent safety audit to be carried out on the completion of works. If the future audit identified any need for further traffic calming measures, the developer agreed to implement them.

We upheld the complaint that the council failed to honour a commitment they had given Mr C. However, we noted that they had already acknowledged this and apologised for not informing Mr C of the change of plan. The council also appropriately explained the position and, as a decision had not yet been taken regarding the need for additional measures, we could not do anything further.