

SPSO decision report

Case: 201200304, Renfrewshire Council
Sector: local government
Subject: parking
Outcome: not upheld, no recommendations

Summary

The area of the town where Mr C lives was excluded from the council's controlled parking proposals and Mr C and another resident felt that the parking problems had worsened since then. Mr C pressed for his area to be added to the controlled parking zone and organised a survey of residents, which met with a positive response to the introduction of controls. Mr C complained that the council delayed in progressing the matter; did not adequately explain a public consultation process they undertook; and the timing of the consultation was inappropriate, denying the local community council the opportunity to comment. Mr C was also unhappy about action taken by officers following a series of meetings and alleged the council had cancelled at short notice a public meeting arranged by the community council.

We did not uphold any of Mr C's five complaints. The council explained that they had perceived that not all local residents supported the introduction of controlled parking, and so decided to conduct a public consultation. This was, however, delayed because of parliamentary elections. Our investigation did not find the explanation of the purpose and timing of this inappropriate. The consultation revealed a significant body of objection in the area, and when this was reported, the committee decided to take no immediate action. A later meeting with officers had involved robust disagreement. On the basis of the council officers' report, Mr C was then sent a warning about his future conduct and he himself submitted a formal complaint. After this, the council decided that, in the lead up period to local elections, officers should not participate in a public meeting arranged by the community council, although officers later attended a re-arranged meeting.