

SPSO decision report

Case: 201404117, Renfrewshire Council
Sector: local government
Subject: neighbour disputes and antisocial behaviour
Outcome: not upheld, recommendations

Summary

Mrs C made several reports to the council about anti-social behaviour by a council tenant and her visitors. She complained to the council that they had not taken sufficient action to protect her and asked that they investigate her complaints. The council responded that support services had been involved and that, as there had been no recent reports of anti-social behaviour, they had closed their case. They also said that they had repaired the damage to their tenant's door after the most recent incident. Mrs C was not satisfied that they had done all that they should to resolve the problems she and her neighbours faced.

We investigated the complaint and the council provided their records. We recognised that, due to confidentiality, the council had not disclosed to Mrs C details of the action taken in response to her complaints. As a result, Mrs C had gained the impression that insufficient action was being taken. However, in response to our enquiries, the council provided us with information about their action.

We recognised that, as it had been agreed that Mrs C would report any incident verbally, the council had not provided an incident diary. However, we felt that the council should have considered the use of such a diary, as this would have enabled Mrs C to have a written statement of the incidents. In addition, while there had been a delay in completing all the repairs to the door, these had now been completed.

While we recognised that Mrs C was only provided with limited information on the action being taken by the council, we were satisfied that, based on the available evidence, the council took reasonable action to address the complaints received. We did not uphold the complaint.

Recommendations

We recommended that the council:

- consider the use of diary sheets in similar situations, in line with the procedures.