

## SPSO decision report

**Case:** 201806572, Falkirk Council  
**Sector:** Local Government  
**Subject:** parking  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained that the council had unreasonably installed bollards at the front of a block of flats. The council said this had been done to address inconsiderate parking due to concerns about emergency service vehicle access in the event of a major emergency. The bollards were locked in place, but keys had been provided to the ambulance service and fire service.

Mr C said that the keys were never used and that vulnerable residents were now having to walk a significant distance to access ambulances or taxis. Mr C also complained that the resident's association had not been consulted.

We found no evidence that the emergency services had raised specific concerns about the installation of the bollards or their use. The installation had been carried out under the council's permitted development rights and no planning permission was required. The council were, therefore, entitled to install the bollards.

The council were not obliged to consult with the residents' association. The council had acknowledged that it would have been courteous to inform the association of their intentions and had apologised for this, which was a reasonable and proportionate response to Mr C's concerns. We did not uphold this complaint.