

SPSO decision report

Case: 201201092, The City of Edinburgh Council
Sector: local government
Subject: cleansing/public conveniences/streets and stairs
Outcome: not upheld, no recommendations

Summary

Mr C complained that a council street cleaning team had falsely completed work sheets on two occasions and that the council had not responded appropriately to complaints about this. Mr C said the streets around his home had not been cleaned on the two days in question and provided photographs of litter and leaves on the streets around his home taken over a three week period before and after the days in question. Mr C complained to the council but was dissatisfied with the council's response, and said that the council had not directly addressed his complaint about falsification.

When we investigated, we found that the work sheet in question was an operational route sheet which was subject to change according to priority. The council said that they had investigated Mr C's complaint. The cleaning team confirmed they had followed the operational route sheet on the days in question and had cleaned the streets. The sheet did not indicate to what extent each street had been cleaned and the council accepted that Mr C's street may not have been completely delittered. However, we did not uphold the complaint, as there was no evidence of falsification on the part of the street cleaning teams. The photographs provided by Mr C were of limited evidential value, and did not provide a whole street picture which would enable us to carry out a before and after comparison.

We also found that the council had written to Mr C's MP after the complaint was made, refuting the allegation of falsification. We did not uphold the complaint about the council's failure to respond properly, as the council had made their position on the matter of falsification clear. Mr C had received a copy of the council's letter from his MP.