

SPSO decision report

Case: 201203029, East Renfrewshire Council
Sector: local government
Subject: bus stops, shelters, signs, road furniture
Outcome: not upheld, no recommendations

Summary

Ms C raised her concern about the consultation carried out by the council before they installed street furniture, in particular a bench opposite her home. She said that they unreasonably failed to consult with the appropriate council departments, the community council and residents affected, and that they had misled her when responding to her representations about this. Ms C maintained that there had been no consultation.

During our investigation we found that the council were not required to consult with any groups when deciding to locate street furniture. In this case, however, there had been discussions between relevant council officers and the council also maintained that there was consultation with the community council and further discussions with members of the community council. We did not find evidence to support Ms C's views and did not uphold her complaints.