

## SPSO decision report

**Case:** 201305882, Falkirk Council  
**Sector:** local government  
**Subject:** civic amenity/waste  
**Outcome:** upheld, recommendations

### Summary

Mr C complained to the council that a survey they had undertaken about the introduction and location of glass recycling banks at the apartment blocks he lives in was not carried out in line with their plan for local involvement. The council told him that they considered the consultation had met the terms of the plan.

Mr C was dissatisfied and complained to us. The council's plan said that three weeks would be given for individuals to respond to surveys, but only two weeks had been given in this case. The plan also said that relevant groups would be consulted, but the residents' association for the apartment blocks were not consulted. The council said that they did not consider this necessary as all residents were sent surveys to complete. However, the council provided no evidence to indicate that this, or any aspect of the local involvement plan, was considered before undertaking the survey. In light of this, we upheld Mr C's complaint and made recommendations.

### Recommendations

We recommended that the council:

- remind staff that consultations should be carried out in line with the local involvement plan;
- put up signage on the glass recycling banks asking that glass only be deposited within specific hours of operation; and
- deliver information to each property in the apartment blocks, giving details of the hours of operation of the glass recycling bank.