

## SPSO decision report

**Case:** 201102804, West Lothian Council  
**Sector:** local government  
**Subject:** street lighting  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C complained that when the council installed new street lighting in her estate they did not replace the column that provided light to her side of the street. She complained that, despite being told by the council that the lighting level would improve and the road and pavement would be adequately lit, the new lighting did not provide the same light and her property was now in darkness.

When we investigated the complaint, the council provided documents that confirmed that the lighting columns erected in Mrs C's cul-de-sac conformed with the street plan for replacement lighting. We found that the council investigated Mrs C's complaints, including by making a night visit, and considered her request for a new light but had decided that this could not be justified on the grounds of cost, as the existing arrangement met the relevant British Standard. We found no evidence that the council had handled the matter wrongly.