

SPSO decision report

Case: 201200508, Scottish Water
Sector: scottish government and devolved administration
Subject: sewer flooding - external
Outcome: not upheld, no recommendations

Summary

Ms C complained about long-term flooding in her area and that Scottish Water had failed to resolve the matter. Our investigation revealed that Scottish Water were not at fault. Although their water pipes did not have sufficient capacity, their funding regime does not provide for the circumstances in question, where a major upgrade of the local pipe network is needed. We explained the situation in detail to Ms C and also passed on information from Scottish Water that they were working with other organisations, in the hope that some form of joint project, with funding coming from elsewhere, might be possible in a few years' time. We acknowledged that Ms C would be likely to find this disappointing but concluded that, as there had been no failings by Scottish Water, there were no grounds to uphold her complaint.