

## SPSO decision report

**Case:** 201502058, West Lothian Council  
**Sector:** local government  
**Subject:** policy/administration  
**Outcome:** not upheld, no recommendations

### Summary

Mr C was unhappy when, during roadworks, the council withdrew the normal bus service to his village. They said they did this because the process of keeping bus operators and the public informed as the roadworks progressed was complex and likely to fail. They considered that a taxi-bus service was the best solution based on experience at other locations. Mr C disagreed, saying that the actions taken by the council were disproportionate and created more disruption than was necessary.

Our investigation considered how the decision was taken and how it was communicated. We found that the council took the decision to keep public buses out of the village during roadworks because road closures would require them to reverse, which is considered unsafe. The local bus service was advised of this. We also found that, before the works started, the council held a public exhibition, they issued letters to residents and businesses, and they placed a notice in the local newspaper and in public areas. The information provided included details about the replacement taxi-bus service. This meant that the council had followed their policy, so we did not uphold Mr C's complaint.