

# Notes of Meeting



**TITLE:** 28<sup>th</sup> September 2018, 10am

**LOCATION:** Norton Park

**SCOTTISH WATER**  
**CUSTOMER HELPLINE**  
**T:** 0800 0778 778  
**W:** www.scottishwater.co.uk  
**E:** customer.service@scottishwater.co.uk

**Present:**

|                          |  |
|--------------------------|--|
| Deirdre Brock            | MP (Edinburgh North and Leith): Chair                    |
| Rob Munn                 | Constituency & Casework Manager, Ben Macpherson's Office |
| Steve Williamson         | City of Edinburgh Council: Environmental Health          |
| Jim Scanlon              | Leith Links Community Council                            |
| Eileen Simpson           | Leith Links Community Council                            |
| Rob Kirkwood             | Leith Links Residents Association                        |
| Professor Robert Jackson | Jackson Consulting                                       |
| Jon Rathjen              | Scottish Government                                      |
| Alun McIntyre            | Wood Group   |
| John Telfer              | Scottish Water   |
| Elise Cartmell           | Scottish Water   |
| Bill Elliot              | Scottish Water   |
| Susan Rowe               | Scottish Water   |
| Craig Carr               | Scottish Water   |
| Natalie Walker           | Scottish Water   |
| Richard Anderson         | Stirling Water Seafield Limited                          |
| Mark Keast               | Veolia   |
| Mark Wilson              | Veolia   |
| Stuart Marsden           | Veolia   |
| Iain McMenemy            | Figure 11 Communications Limited                         |
| Chas Booth               | City of Edinburgh Council – Councillor                   |
| Shona McConnell          | SEPA   |
| Leanne Menzies           | Ash Denham MSP's Office                                  |
| Danny Aston              | Tommy Sheppard MP's Office                               |

**Apologies:**

|                |  |
|----------------|--|
| Gordon Munro   | City of Edinburgh Council – Councillor |
| Adam McVey     | City of Edinburgh Council – Councillor |
| Ben Macpherson | MSP (Edinburgh Northern and Leith)     |

**ACTION LOG:**

| Item | Description   | Owner        | Timescale   |
|------|---|--------------|-------------|
| 1    | SEPA to provide a summary of complaints linked with burning rubber April to Sept 2018 (Cllr Booth request). | S McConnell  | Oct 2018    |
| 2    | CEC to continue development of streamlined odour complaint process. Report back at next meeting.            | S Williamson | Spring 2019 |
| 3    | Share all presentation materials, including Explain report, on SW website.                                  | B Elliot     | Oct 2018    |
| 4    | Invite members of the stakeholder group to offsite dosing trials at Bo'ness                                 | B Elliot     | Oct 2018    |
| 5    | Ensure participation in 2019 Doors Open Day   | M Wilson     | Sept 2018   |

| Item | Discussion   | Action/<br>Timescale |
|------|--|----------------------|
| 1    | <p><b>Welcome &amp; Introduction</b></p> <p>Attendees welcomed by the Chair and introductions made.</p> <p>Notes of 23/03/18 agreed. Note that there was no development of action #5 although Prof Jackson may wish to take this forward with Ben Macpherson if required.</p>  |                      |
| 2    | <p><b>Community Feedback</b></p> <p>Mr Kirkwood and Mr Scanlon presented views on behalf of LLRA and LLCC respectively. There is recognition of the recent reference to Seafield and wider Edinburgh Strategy within the Scottish Government's Programme as published in early September 2018. Community seeking recognition of issues experienced in summer of 2018 and that contingency measures are implemented for foreseeable weather conditions. In July, LLCC set up an online complaint form with CEC receiving an overall 213 complaints for the month (80 via the LLCC online form with the remainder through usual routes). Mark Wilson, on behalf of Veolia, reiterated the apology made by Scottish Water in late July. Both community groups expressed a desire to be involved in future consultation.</p> <p><b>Key points:</b></p> <p>In the Q&amp;A session, it was made clear that the Strategic Review as published earlier in the year is directing the investment decision making through existing Scottish Water business planning processes, separate from the Odour CoP approach as followed in 2008. Scottish Water will ensure that customer and Stakeholder consultation forms part of the process going forward.</p> <p>SEPA confirmed that they have continued to respond to complaints by visiting the community and treatment plant. Site currently rated Excellent under SEPA's Compliance Assessment Scheme. During July CEC visited to the Leith Links area 30 times in response to complaints. During 2 visits, offsite odour was detected which resulted in an inspection of the plant. Complaints currently being received via the LLCC complaint form and telephone system. CEC acknowledge, despite changes made so far, further improvements to the complaint system are being sought.</p> |                      |
| 3    | <p><b>Operational Update</b></p> <p>Veolia presented data showing the low flows experienced over the summer period. Despite suggestions to the contrary, sludge levels in the primary settlement tanks were under control during the dry conditions (at a level representing around 5% of the overall volume in the PSTs). The data showed that levels had been drawn down in readiness for the dry weather. In parallel to this, offsite chemical dosing had been implemented in May 2018 (in accordance with the Strategic Report recommendations).</p> <p>Other operational focus areas have included more communications for planned tasks, reprogramming of certain activities to avoid events/weekends/specific weather conditions. Since the last meeting, there have been no one-off</p>   |                      |

| Item | Discussion  | Action/<br>Timescale |
|------|---|----------------------|
|      | <p>operational incidents but it recognised that the low flow has delivered higher odour potential wastewater to the Works.</p> <p>In the Q&amp;A, the reference to Thames Water and mobile centrifuges would not have been applicable to the Summer 2018 scenario as the overall sludge inventory on the site was in control, and being processed through the Works.</p>  |                      |
| 4    | <p><b>Regulation</b></p> <p>It is recognised that there are two Regulators and that close liaison is required for hand-across of issues where appropriate. It was acknowledged that there was an unprecedented number of complaints in July but in terms of the CoP, minimisation was achieved.</p> <p>CEC are considering revising their assessment protocols. SEPA confirmed that they would be happy for members of the stakeholder group to accompany officers during community and/or Works assessments. Veolia also confirmed that members of the stakeholder group are welcome to get in touch for a visit of the Works.</p> <p>SEPA indicated that during April to September there were 16 odour complaints received attributed to “burning rubber”. Cllr Booth requested summary details.</p>  |                      |
| 5    | <p><b>Strategic Review</b></p> <p>The Wood Group (formerly Amec Foster Wheeler) had been asked to assess progress on implementation of the Strategic Report recommendations. Overall, good progress is being made. Of 28 recommendations: 5 completed, 17 progressing and 6 commenced (albeit 4 of these are dependent on the outcome of the various feasibility studies).</p> <p>Based on a review of conditions during the Summer it was agreed that there should be a focus on dry weather mitigations. As part of this a work, Wood Group will oversee offsite trials of potassium permanganate dosing to determine odour under a range of wastewater conditions and dosing rates. This is being done in acknowledgement of the concerns raised by LLRA in May 2018. The trials will be undertaken with oversight from SW’s Chief Scientist with outputs peer reviewed prior to publication. Members of the stakeholder group will be welcome at the offsite trial location (Bo’ness Wastewater Treatment Works).</p> |                      |
| 6    | <p><b>Market Research</b></p> <p>During July, Explain undertook a telephone and face to face survey to glean additional data on community perceptions of awareness, complaint process, impacts and other issues and to compare with a similar exercise in 2006. The full findings will be posted on SW’s website around mid-October. For a number of reasons, the research was not able to replicate the survey headcount (c285 v 500) of 2006 was still deemed statistically relevant. The presentation gave an overview of the findings without particular focus on any one locality or demographic.</p>  |                      |

| Item | Discussion  | Action/<br>Timescale |
|------|---|----------------------|
| 7    | <p><b>Communications</b></p> <p>Since publication of the Strategic Review, there has been an expansion in focus of the regular odour review meetings between SW/Veolia/CEC/SEPA. Members of the SW and Veolia communications teams are now part of the group that reviews complaints, has awareness of planned works and assists in the continuous improvement approach of the meeting. Stakeholders will have seen an increased in notification of planned activities – not that more activities are taking place than in the past, just that the group has elected to demonstrate that planned works are risk assessed and mitigated. As discussed during the meeting, a stakeholder update will be issued for commencement of statutory inspection works within the sludge treatment process (low odour risk).</p> <p>Veolia will welcome the opportunity to be part of Doors Open Day 2019.</p> |                      |
| 8    | <p><b>AOB</b></p> <p>Mark Keast is moving on from Veolia. Thanks for input to this and previous meetings.</p>   |                      |
| 9    | <p><b>Next Meeting</b></p> <p>Date to be confirmed but Spring 2019 agreed. Venue to remain at Norton Park.</p>  |                      |